



## Apple Tea Cake

### Ingredients

- 125g butter softened
- 2 tsp melted butter
- 2/3 cup caster sugar
- 2 tsp caster sugar extra
- 1 tsp vanilla essence
- 2 eggs
- 1 1/3 cup self-raising flour
- 2 tbs custard powder
- 1/3 cup milk
- 770g sliced apple
- 1/4 tsp ground cinnamon

### Method

1. Preheat oven to 180°C. Grease and line a deep 20cm spring-form round cake tin.

2. Cream butter, sugar and vanilla with electric beaters until light and fluffy. Add eggs one at a time, beating well after each addition. Sift flour and custard powder together and fold into butter mixture in batches alternately with milk.

3. Spread half of the mixture into prepared tin. Arrange half of the apple slices over batter. Cover with remaining cake mixture. Decorate top with remaining apple slices. Brush with melted butter and sprinkle with combined sugar and cinnamon.

4. Bake for 50mins or until skewer comes out clean when tested. Cool in tin for 10mins before turning out.

Note: vanilla extract is different to vanilla essence

## Ask me about my shirt?

Soon you will see our care workers wearing new bright colourful shirts. Each colour connects with the new Aged Care Quality Standards. So ask me about my shirt when you see one!

### What are the new standards?

The new standards aim to empower senior Australians and ensure responsibility and accountability for their care.

### There are 8 Standards

- Consumer dignity and choice
- Ongoing assessment and planning with consumers
- Personal care and clinical care
- Services and supports for daily living
- Organisation's service environment
- Feedback and complaints
- Human resources
- Organisational governance

### The 8 standards include:

- A statement of outcome for the client
- A statement of expectation for the organisation
- Requirements to demonstrate that the standard has been met.

### How will things change?

The new standards encourage consumer-directed care to its full potential and allow for flexibility in how the outcomes are delivered and met.

This approach is great for our ageing population, and McLean Care® has been working hard since 2018 to ensure we have implemented all required changes or updates to our organisation and procedures to meet the new requirements.

Historical methods and practices that Aged Care and Home Care providers have operated under may

not all be appropriate under the new combined standards.

One major change is the increase in visits to facilities from the Australian Aged Care Quality and Safety Commission. All government-supported providers are now subject to increased unannounced visits and audits by AACQSC Assessors, to ensure providers are complying with Accreditation Standards at all times. This might mean that our consumers, both in our residential facilities and those receiving home and community care may be asked more frequently to be involved in interviews with Assessors as part of the audits.

“One major change is the increase in visits to facilities from the Australian Aged Care Quality and Safety Commission.”

The increased scrutiny on the industry and the changes to standards are designed to improve the lives of those who receive aged care services. Ultimately, the changes are about improving the wellbeing of aged care residents and clients, and ensuring they are made the priority by providers, something McLean Care® wholeheartedly supports.

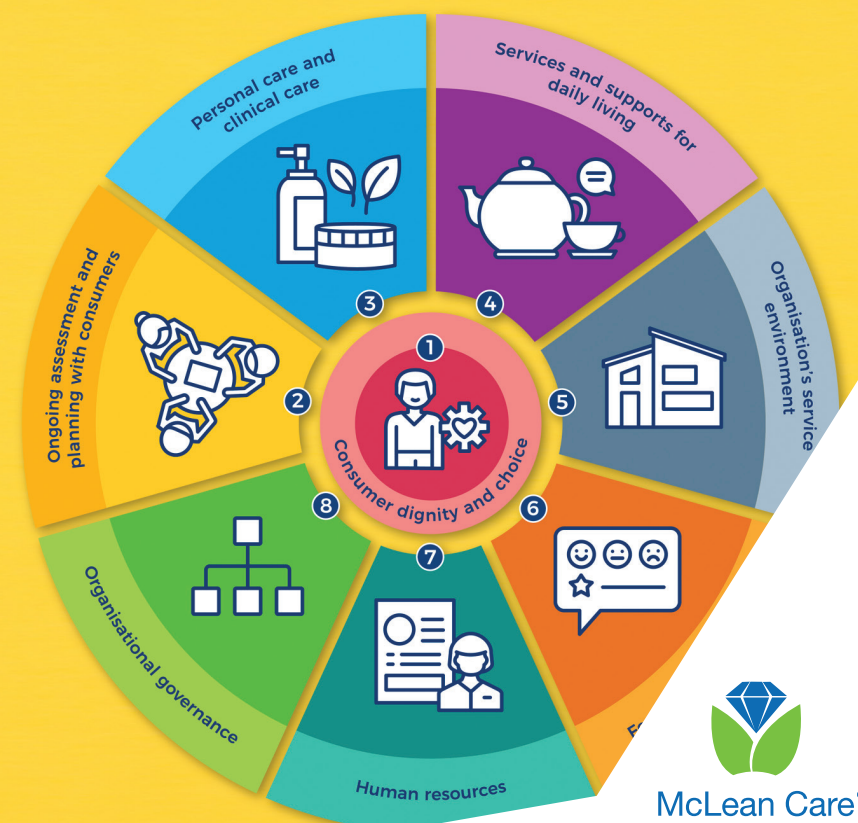
We welcome the changes to the aged care industry so it can improve the lives and care of seniors across the country. It's a dynamic time for the industry, and the opportunity to shift the industry into one that is truly revered and celebrated in the community is exciting.



# Onward&Outward

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## New Aged Care Quality Standards



Traditionally when it comes to Aged Care there have been two sets of standards, one for residential aged care and another for home and community care. From 1 July 2019, these are combined into a single set of standards.

The Quality Standards focus on outcomes for people receiving care and reflect the level of care and services the community can expect from organisations. Each standard clearly says what the consumer can expect of the provider. All aged care providers need to meet an “outcome” and then demonstrate how they are meeting that outcome.

These elements are similar to previous standards, however the terminology in the new standards are more user friendly and the focus is our consumers. The intent of the new standards is to make it easier to check that people are receiving quality care, both from the perspective of the provider and the person receiving the care and their family.

There is an emphasis on collaboration and partnership with consumers and families and on the provision of person-centred care. The focus on the consumer and his or her family and the desire to provide care and services of the highest quality have formed an important part of McLean Care's philosophies for many years.

We look forward to ongoing partnership with our consumers and our communities and continuing our work as a provider of high-quality care and services. The wellbeing and quality of life for our consumers, either those receiving home care services from McLean Care® or those who call McLean Care® home in our residential facilities, has long been our number one aim. All of us here at McLean Care® are confident in our ability to continue to provide care and support within the framework of the new standards.

I have had the privilege of working in the Aged Care sector for over 20 years and have been the CEO of McLean Care®

for 5 years. Whilst we have always held our consumers at the forefront of all of our work over that time, the sector itself has undergone phenomenal changes over that time.

“The new standards will make it easier to check that people are receiving quality care, both from the perspective of the provider and the person receiving the care and their family.”

McLean Care® has always aimed to ‘move with the times’ whilst keeping our traditions intact and never wavering in our vision of ‘Enriching Experiences Beyond All Boundaries’. Like you all, we wholeheartedly support any actions that will hold organisations to the highest standards when providing aged care services. The new standards encourage consumer-directed care to its full potential and allow for flexibility in how the outcomes are delivered and met.

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Ask me about my shirt. What the 8 new aged care quality standards will mean.



## Biddeston State School P&C Garden Party

On the 23rd of March the Biddeston State School P&C held their annual Ladies Garden Party fundraiser.

From the community donations and business sponsorship the Garden Party successfully raised over \$45,000. The money raised will be distributed to the two charity organisations 'White Ribbon Australia' and 'Domestic Violence Action Centre in Toowoomba. With these funds they are setting out to help rural families in their community who are dealing with difficult circumstances during this time.

McLean Care® was a silver sponsor and was thrilled by the achievements made with this event. The generosity and support given for those in need is heart-warming.

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McLean Care® prides ourselves on having a culture of continuous improvement and we are always looking to innovate in order to deliver the very best care and support to our consumers. We also recognise that we can always do better. When an aspect of our service needs improvement - we look for ways to correct it. When we receive feedback from a consumer or their family – we listen and work to address it. We also accept when we are not up to standard or expectation, and we work hard to resolve our shortcomings.

McLean Care® is committed to ensuring our consumers are our number 1. priority and we'll be looking for further opportunities to ensure the care we provide matches our consumers' needs, and that they feel welcome, valued and safe always at all of our facilities and with our services.

We welcome the changes to the aged care industry so it can improve the lives and care of seniors across the country. It's a dynamic time for the industry, and the opportunity to shift the industry into one that is truly revered and celebrated in the community is exciting.



Sue Thomson  
Chief Executive Officer

Don't cry because it's over, smile because it happened. - Dr Seuss



## Meet Fiona

Fiona has joined our McLean Care Board of Directors and is also a graduate member of the Australian Institute of Company Directors and holds post graduate qualifications in finance and marketing.

She has over 20 years executive experience with companies such as GE Capital Finance, Queensland Rail, ME Bank and the Brisbane Lions.

With a strong belief in community involvement and a passion for making a difference, Fiona has fulfilled various volunteer roles aimed at supporting those most vulnerable in our society. She is also currently a non-executive director of Nortec Employment and Training Ltd and Lifestyle Solutions (Aust) Ltd and will bring a fresh and relevant perspective from these community based organisations to our McLean Care® Board.



## How does your Home Care



## Pricing Compare

Recipients of home care services have been finding it difficult to understand and compare the services and prices offered by different home care service providers.

To alleviate this problem the Minister for Senior Australians and Aged Care now requires all providers to publish a schedule of services and prices offered under home care packages on the My Aged Care portal. Participation by home care providers is mandatory from 1 July 2019, although participation from 1 April 2019 is encouraged.

The publication of like services and costs by all home care providers will serve to make common services and prices comparable between providers.

Home care recipients will be able to compare the prices published by all providers in their area and make

informed decisions on their options. The common care services are personal care, nursing, cleaning and household tasks, light gardening and in-home respite services.

There is also a cost to administering and coordinating home care packages and the needs and services provided to recipients.

Case management, or care coordination, includes reviewing the needs of the care recipient and developing a care plan, coordinating and scheduling the services provided, ensuring cultural appropriateness, identifying and addressing risks, and providing a point of contact.

Administration costs are required to be published separately. These costs include the creation of documentation and statements, management of packaged funds and quality assurance.

Care coordination and administration charges will be published separately from direct care services to inform care recipients and their families of the cost of care management and administration and allow comparisons between home care providers.

Corporate costs such as advertising, office rental and other costs of running a business are required to be included in the charges levied for care services, which will include an element of recovery.

## Upcoming DATES

**Glenrock Gardens**  
Tenterfield 13th April – 5th May

**Australia Celtic Festival**  
Glen Innes 2nd-5th May

**Aboriginal Cultural Centre and Keeping Place exhibitions**  
Armidale 4th May

**59th Grafton to Inverell Cycle Classic** 11th May

**NO Harvest Feast and Auction**  
Armidale 19th May

**M.S Fashion Parade and Afternoon Tea** Gunnedah 25 May

**Volcania Art Glass Workshop**  
Tamworth 25th May

**Gemorama**  
Glen Innes 8th-10th June

**Saumarez Homestead Tours**  
Armidale 8th-10th June

**Melbourne Comedy Festival**  
Gunnedah 15th June

**Christine Anu in Conversation and song** Tamworth 22nd June

# #YOUR VOICE COUNTS “

Community forums are becoming recognised as an opportunity to share community opinions and validate findings within a region. 'Public forums' are formed with the intentional purpose to hear, discuss and solve citizens problems such as Aged Care issues. Public forums and listening sessions are a valuable resource in upholding open lines of communication with the public. Public participation in community forums can help identify and solve problems facing that community.

As a community-owned and operated organisation in regional Australia, McLean Care® is continually looking for the most efficient and effective ways to deliver quality aged care and disability services for rural communities. McLean Care®

is wanting to hear from its community on how they should continue to improve their aged care and disability services for the community.

On the 29th of April 2019, McLean Care® held a Community Forum at the Kolora residential facility in Guyra. The Community Forums are an excellent opportunity for members of the Guyra and surrounding communities to not only learn more about McLean Care® but have the chance to share opinions about their communities aged care and disabilities needs today and in the future.

McLean Care® will also be holding further community forums in Inverell, Tamworth and Oakey in the near future.



YOU'RE INVITED!