



Festive season Newsletter | 2022



2022 has been a year of change for MePACS, we have welcomed a number of key new staff into the team, and said goodbye to a few familiar faces too.

Our former Director, Dean Richardson, decided it was time for something new, so I have stepped into his shoes over the past year to ensure MePACS continued success and growth. And we have achieved both those things, with more exciting plans in train for the future as we adapt and develop to meet the needs of our valued clients – our MePACS family.

We've accepted that we now live in a world forever changed by COVID19, with case numbers fluctuating over the year as variants come and go. We now know how to best manage this, with systems and processes in place to ensure you all continue to receive the support and care you are accustomed to from us.

We reached a milestone of 50,000 clients this year. With our response team managing on average 60 emergencies each and every day, we are proud of the difference our service makes to so many lives and are honoured you chose us to support you.

Wishing you all the best for a safe and festive summer.

Gavin Chave Acting Director

DON'T FORGET

If you are going away on holiday, please let us know so we can put you on standby. You can do this by calling us on **1800 451 300**.

If you have a MePACS mobile alarm or Solo watch, you can take it with you, just don't forget the charger.

Did you know...

APRIL
was our busiest month for calls this year

MePACS

receive around
1800
alarm calls daily



ON AVERAGE MEPACS RESPOND TO



1.2
alarm calls
per minute



60
emergencies
every day



550
pendant tests
every day

Tis the season of giving...

...and receiving; and with that comes more and more things in your home, which can lead to clutter.

The trouble with clutter is it can lead to health hazards around the home, such as tripping hazards, increased dust, mould and mildew and even a higher likelihood of pests such as mice and insects. Eeeek!

Did you know research has shown that a cluttered home has mental health impacts as well as the well-known safety impacts?

How does clutter affect our mental health?

When we live (or work) in a cluttered environment it leads to increased stress and feelings of overwhelm, which is shown in studies by the increase in our cortisol levels throughout the day.

Why does mess lead to stress?

1. Clutter creates too much stimulus for our brains and makes it harder to focus by distracting us. This makes it harder to relax or get things done.
2. Clutter can make us feel guilty or embarrassed – Feelings of “I should be more tidy / more organised” or “What will others think of me because of my mess”.
3. Clutter causes frustration as it makes it harder to find things quickly and easier to lose things!
4. A messy space signals to our brains that our work is never done, while at the same time reducing our productivity. A clean uncluttered space helps us think clearly and creatively.
5. People who live with a cluttered kitchen are more likely to make unhealthy food choices – it’s much easier to prepare a healthy meal when you can find what you need, have space to move and your fridge and pantry are organised.

So now we know what clutter does to our mental and physical health, what can we do about it?



Simple tips to help declutter your space

To create a calm mind, a safe environment and reduce stress, here are some tips on how to declutter your space.

1. If you can, find someone to help you sort through your possessions. Research shows it’s harder to get rid of something once we’re literally holding it.
2. Do one area at a time. This will give a sense of achievement as you’ll see the difference faster and ensure you don’t feel overwhelmed by the task.
3. Set a designated space to store things you use often – it is recommended that this space be ‘closed’ such as a drawer or cupboard. Storing things on open shelving or on top of benches etc. doesn’t reduce the visual clutter.
4. Choose a space in which to sort possessions. Create a Keep pile, Recycle pile, Donate pile and Bin pile. Don't have a Maybe pile! Use boxes for all but the Keep pile, (which you are going to put away in its designated space) so items you place in there will be out of sight and you’ll be less likely to reconsider your decision.

Deciding what to keep & what to get rid of

The basic rule of decluttering is, if you don’t use it, need it or love it, get rid of it!

If you’re undecided, ask yourself, if I saw this in a shop today, would I buy it? If yes, then keep it.

Safety comes first!

Please put your safety first and get someone to help with the things that aren’t safe for you to do alone, such as climbing ladders or lifting heavy boxes.



Keep only your favourite items

If you don’t love it, or it doesn’t make you happy, let it go.

Keep only useful items

If you don’t use it, it’s broken or a duplicate, you don’t need it.

Let go of unwanted gifts

Remember it’s just the object you don’t want to keep, not the person. It’s okay to separate the two.

One in, one out rule

If you buy a replacement, get rid of the original. There’s a reason you wanted a new one.

Declutter regularly

It’s easier to declutter smaller spaces regularly than to try to tackle everything at once. Set aside a declutter day once a month to make it manageable.



What does the 3G shut down mean for my MePACS service?

You may have heard that Telstra is gradually switching off their 3G network as their customers all move to newer networks, such as 4G and 5G. They will completely switch off 3G in June 2024.

Some of our older Home Alarm Base Unit and Mobile Alarms operate on the 3G network, which means they will not connect to the 4G network. So, to maintain reliability of our service, we are working with all affected clients to replace their 3G devices.

We have started issuing new alarms and will support all our customers with 3G alarms to upgrade to 4G devices over the next 18 months. If you are affected by this changeover, we will contact you when your new alarm is ready for installation. No action is required on your behalf and there is no reason for concern.

If MePACS does not contact you about upgrading your device, this means you are already on the 4G network and no change is required.

We understand you may have questions about this process and what it all means, so we've compiled the following FAQs to address some of these.

How do I know if my device is 3G or 4G?

MePACS will contact you directly to let you know which of your devices are 3G and need to be upgraded before Telstra disconnects the network.

What about 5G? Will I need to upgrade again?

5G networks are already being rolled out, however it will NOT replace 4G. The 4G and 5G networks will continue to work together to provide the best coverage across Australia. So your 4G device will continue to work alongside the 5G network.

What about my Solo Watch?

All Solo watches operate on the 4G network, so your device will continue to connect.

When will my Home Alarm upgrade take place?

If you do receive an upgrade letter from us, firstly, please do not be concerned about your service. MePACS will ensure all 3G base units are upgraded before the network is disconnected. Your service will continue uninterrupted with the same reliable customer care.

MePACS are coordinating a team of technicians to complete the upgrade. You are not required to do anything; the technician will take care of the installation of your new 4G Base Unit for you.

Please do NOT switch off or move your Alarm Base Unit, as this will impact your service.

When we have a MePACS technician scheduled for your area, they will contact you to arrange a suitable day and time slot for the upgrade. The upgrade process will only take 20-30 minutes.

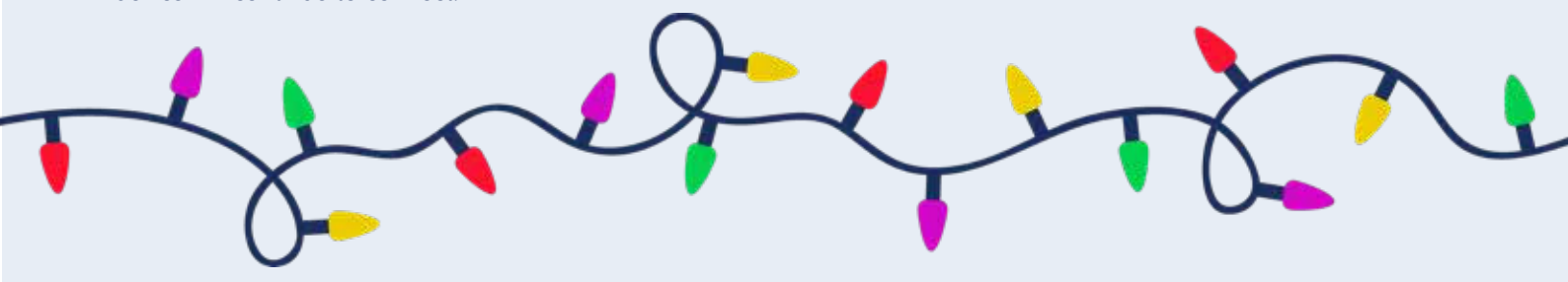
How do I upgrade my Mobile Alarm?

To upgrade to the new 4G Mobile Alarm you can either use the reply paid form you will receive with your letter advising you of the need to upgrade. Or fill out our online form or call our friendly Sales Team.

Once we receive your request for a new Mobile Alarm, it will be processed and a new alarm will be sent out to you.

Please note that your new alarm will NOT work until it is activated. We have done this to ensure your existing device will still connect to the MePACS Emergency Response Team should you need us while you wait for your new alarm to arrive.

Once your new Mobile Alarm arrives, please charge it fully following the instructions and then contact our Helpdesk to activate the alarm.



Say hello to the new MePACS mobile personal alarm!

Features of the new Mobile Alarm include:

- Fall detection
- Water-resistant rating of IP55 (splash-proof)
- Slim and lightweight design (17mm thick and only 28g)
- Inclusion of a belt clip as well as a lanyard
- Improved charging cradle
- Improved battery life*

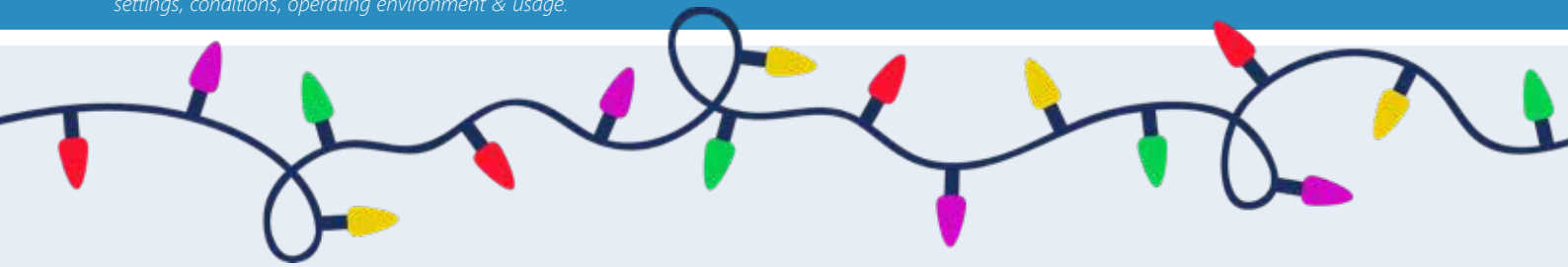


* Note: Actual battery life varies with product settings, conditions, operating environment & usage.

Plus all the much-loved features of our previous model:

- GPS locator
- Easy to use, single-button design
- Two-way voice communication with our 24/7 MePACS Response Monitors
- Operates on the 4G network

The Mobile Alarm is available for purchase with the Home Alarm to ensure you are safe both at home and when out and about. For more information, please call our Sales Team on 1800 685 329.



Meet some of our *Faces of MePACS*

Elle - Sales

Elle is a sensational sales consultant. Having been part of the MePACS team for more than 10 years, when it comes to inbound calls, Elle is a familiar voice providing guidance to those looking to join MePACS' service.



Elle has also previously worked in the 24/7 response team, client services and took a secondment as a GP liaison at Peninsula Health. Over the years, she's seen plenty of positive changes to our personal alarms and the overall service.

"Seeing the way that MePACS has evolved over the past 10 years has been wonderful – we have grown in size, introduced new alarms with the mobile and Solo, and we now have clients all over Australia who rely on MePACS to continue to live independently.

"I love hearing people's stories, especially from our senior clients who have so many life experiences to share and call in to say how thankful they are to have a monitored personal alarm. You can really develop an amazing connection over the phone at MePACS. I think that's important, we are here to make sure our clients are safe, but we are also here to listen and respect them."

Rob - Workshop

As our longest-serving staff member, Rob was appointed as the first technician at MePACS in September 1989. After more than 30 years of service, his knowledge and compassion are what make him such a valued member of staff.



"I used to be an electrician, so I've always enjoyed solving technical problems and generally working with my hands. Working for a service that prioritises health and safety is so rewarding, and I think MePACS has been successful because all the departments work towards a common goal of providing a reliable, professional essential service. For me, it's about thinking of clients like a family member – you want to provide the best care that you can, and ensure their wellbeing and independence for the future."

In his spare time, Rob's clocking up kilometres in open water swim series, reading fiction and enjoying the Mornington Peninsula lifestyle.

"I'm like the local handyman – when my friends and family need something fixed, they call on me to help figure it out. And if they can't get a hold of me, they know I'm most likely down the beach with a good book or swimming between the posts."

Puzzle time!

Did you know puzzles help to keep your mind sharp?

Easy sudoku

	1						7	
	9		3		2		8	
	2			7			6	
	7			1			3	
6	3						4	1
2			5		7			8
7				6				9
		3	4		9	6		

Medium sudoku

			5				6	
					2	1		9
6				9			3	
	7	9					4	
	6		4			3		
3			9	1				8
9	1				3			
				2	4			
		4	1			6		

Word search



Christmas

WORD SEARCH

I I J L L S D Y R J E I P J J C C V I P
W M V G K N S A V C M R L Z O A A B V J
G R H O G S X D T T D Z C K L K R O D J
B I A Q W L W I C H X K D P L R O I N I
V R I P R X W L T T X N R I Y X L J Q N
O S Q E P D O O M W R E A T H Q E E K G
F T B N E I C H R I S T M A S T R E E L
N G O Q A N N Q L E E X E D J N S O Y E
D A E R B R E G N I G N E L A C T F N B
K I C E N G S T P F G C A M V E Y G Z E
Z Q A N K A S H R A O Y W C L E R Q K Y L
P Q L U W Q M G W R P O D T Y R S A A L
H L P C A Z T E A H N E S M Z D T K W S
W J E C D K R T N S Z I R E E D N I E R
O M R A H N I V H T M G U Y N D W A V M
J V I C O O A W P D S N W D O S K Q C S
U T F R N O B L D N O R T H P O L E A S
H L S S F L G M R K L U T H Z B L N Y E
C O B S G E F G U A M W D X Y D T L U D
W O B H B A K B H D G Z O H T A I F K L

JINGLE BELLS
BOW
CANDY CANE
CAROLERS
CHRISTMAS TREE
DECORATIONS
ELVES

FIREPLACE
GARLAND
GINGERBREAD
HOLIDAY
JOLLY
SANTA
MISTLETOE

NORTH POLE
ORNAMENTS
PRESENTS
REINDEER
SNOWMAN
WREATH
WRAPPING PAPER



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What do you get when you cross a snowman with a vampire?
Frostbite.

What was Santa's favorite subject in school?
Chemis-tree!

What do you call an elf who can sing and dance?
Elfis!



Ginger cream biscuit log

If you love ripple cake and gingerbread at Christmas time, you'll love this delicious no-COOK dessert.

Super easy to make with just a handful of ingredients, it'll be the highlight of your festive feast.

Ingredients

- 600ml carton thickened cream
- 60g (1/3 cup) icing sugar
- 1 tsp vanilla extract
- 2 tbsp finely-chopped glacé ginger
- 250g packet gingernut biscuits
- 60ml (1/4 cup) fresh orange juice
- 60ml (1/4 cup) ginger wine
- 2 tbsp caramel topping

Method

- Use an electric beater to beat the cream, sugar and vanilla until firm peaks form.
- Use a large metal spoon to fold in half the chopped ginger.
- Spread a little of the ginger cream down the centre of a serving plate to help the biscuits stand up.
- Crush one of the biscuits and set aside.
- Combine the orange juice and ginger wine in a shallow bowl. Dip 1 of the remaining biscuits in the ginger wine mixture. Stand upright on the plate and spread 1 side with cream.
- Dip another biscuit in the ginger wine mixture and place alongside the first biscuit and sandwich together. Spread with cream.
- Continue layering with the cream mixture, wine mixture and remaining biscuits to form a log.
- Spread remaining cream over the log. Cover loosely with plastic wrap and place in the fridge for 6 hours to chill.
- Drizzle the log with the caramel topping and sprinkle with the remaining chopped ginger and the reserved crushed biscuit.

Chicken, cranberry & brie bites

Ingredients

- 1 1/2 sheets frozen puff pastry, just thawed
- 1 small smoked chicken breast, finely chopped
- 100g brie, cut into 24 even pieces
- 100g (1/4 cup) cranberry sauce
- 2 tsp fresh thyme leaves
- 1 tbsp finely chopped fresh chives

Method

- Preheat the oven to 220C (200C fan-forced).
- Cut the whole pastry sheet into 16 even squares. Cut the half sheet into 8 even squares.
- Line mini (30ml) muffin pans with pastry squares (the pastry edges will be higher than the muffin holes). Place in the freezer for 15 minutes to firm.
- Bake the pastry for 10 minutes or until light golden and crisp. Then use a spoon to gently press down on the pastry to flatten slightly.
- Fill each hole with a little of the chicken.
- Top with a piece of brie and cranberry sauce.
- Scatter with thyme.
- Bake for 5-7 minutes or until golden and the cheese has melted slightly.
- Sprinkle with chives and serve warm.