



CUSTOMER UPDATE

NOVEMBER 2022 - LIFEBRIDGE AUSTRALIA



Check out what's
been happening
lately on our
socials



CEO MESSAGE

Bronwyn Mitchell

And so it is Christmas....nearly....and what a year.

We have had shutdowns and ongoing restrictions for managing COVID, floods, retirements and resignations from key personnel, constant change in legislation that has meant big changes in work practices and systems, and we are preparing for the major reform agendas in both Aged Care and the NDIS.

I think this is now our “new” normal. Constant change and responding to the unknown.

In this edition of the customer update, we discuss many of these issues and outline for you what is happening and the Lifebridge response. It is always through adversity and challenging times that you truly see the calibre of your teams and the systems that you have in place.

Our emergency plans and processes were and continue to be put to the test and I am pleased to say they are working! Many of our customers and staff were affected by the floods and continue to be affected by COVID yet our essential services continue to operate.

In fact, we have some wonderful stories of staff who have gone over and above to ensure that service was maintained during some very challenging times.

I am extremely proud of the Lifebridge Team. The commitment of our support staff is amazing and the tenacity of those people working behind the scenes to make things work is commendable.

You are also an important part of that team.

Not only as recipients of service but as key partners in service improvement.



This year I have had the privilege to speak with many of you and it is your feedback and willingness to work alongside us that has allowed us to identify and make improvements to many of our processes.

To further this process, I would encourage each and every one of you to participate in the customer survey enclosed with this update. This is an opportunity to have a say and I would love to hear your voice, your thoughts and ideas. Please take the time to complete the survey and return it.

Communities are strongest when they respect one another and work together.

Finally, as we near the end of the year I would remind you of our shutdown over the Christmas period. If you require essential services over this time, please contact your service manager as soon as possible who will ensure that it is organised.

Once again, thank you for allowing Lifebridge to be a part of your life. It is a privilege and a responsibility I do not take lightly. I hope you have a wonderful Christmas and holiday season and may the New Year bring you laughter and joy.



WHAT IS A DOMESTIC ASSISTANCE SHIFT?

With the hot and humid months upon us it is timely that we remind our aged care customers of the CHSP and HCP guidelines regarding Domestic Assistance services.

As you can appreciate Lifebridge have a duty of care to our staff and must ensure their health and safety in the workplace.

CHSP Guidelines define a Domestic Assistance shift as providing frailer older people with assistance with domestic chores to maintain their capacity to manage everyday activities in a safe, secure and healthy home environment.

Service type description includes:

- General house cleaning
- Linen services (washing linen/making bed)
- Unaccompanied shopping
- Clothes washing & ironing
- Dishwashing
- Meal preparation (where this is not the primary focus of service).

Home Care Package Guidelines provide for the following:

Home care package funding can be utilised to maintain comfort and safety in the home and may include basic chores and home maintenance such as cleaning and gardening.

- Regular house cleaning
- Laundry services (machine washing and ironing of clothes and bedding)
- Safety maintenance (resolving issues that may cause a risk to the health and safety of customers)

Health and Wellbeing Check

All instances of a Domestic Assistance Service should be considered a health and welfare check to ensure there has been no change or decline in a customer's health, wellbeing and domestic situation.

Domestic Assistance - General Housekeeping

In future, DA's will be referred to as General Housekeeping with the objective of ensuring the customers living environment is safe and hygienic.

As a general rule, the duration of a General Housekeeping shift should be no longer than 1.5 hours.

It is not expected that a "whole of house clean" be completed during each General Housekeeping shift.

Rather activities are rotated on a weekly or fortnightly basis.

As a general rule each General Housekeeping shift includes cleaning and tidying:

- 1 bathroom
- 1 bedroom
- 1 living area
- 1 kitchen



The following provides a guide to what may and may not be expected during a General Housekeeping shift:

☑ INCLUDED	☒ NOT INCLUDED
<p>General housework - cleaning and tidying customer living area, wiping down surfaces, dusting, vacuuming, sweeping, removing rubbish/recycling, obstacles, dusting blinds, cleaning inside windows to shoulder height only.</p>	<p>Washing walls, using ladders to remove/clean/replace curtains, scrubbing skirting boards, carpet cleaning, moving heavy furniture (beds, lounges) to vacuum, cleaning outdoor windows, cleaning up after visitors, vacuuming upstairs unless a duster buster or stick vacuum is provided.</p>
<p>Shopping - unaccompanied shopping to purchase groceries on behalf of a customer.</p>	<p>Accompanied shopping is included in Social Support.</p>
<p>Clean & tidy kitchen – wipe down benches, stove, microwave, clean dishes, stack/unstack dishwasher, vacuum and mop floor.</p>	<p>Washing walls, deep cleaning oven, cleaning air vents, scrubbing floors.</p>
<p>Clean & tidy bathroom – wipe down and disinfect surfaces, toilet, shower, screens, bath, vanity, vacuum and mop floor.</p>	<p>Extensive scrubbing of floors and shower recesses, removing excessive mould, cleaning out ceiling exhaust vents.</p>
<p>Washing and ironing – customers clothes and linen including changing bed linen on customers bed.</p>	<p>Doing visitors laundry.</p>
<p>General garden maintenance - removing waste, rubbish and obstacles from pathways and veranda, light clearing/sweeping of pathways using a broom.</p>	<p>Cutting back, lawn mowing, cleaning gutters, cleaning pools, removing mould from outdoor areas/furniture, using ladders to access heights, pressure cleaning, cleaning BBQ's, whipper snipping.</p>

In all instances the Customer is required to provide the product and equipment for use during a housekeeping service. Wherever possible customers are encouraged to provide more environmentally friendly options e.g. vinegar and bicarb soda instead of bleach.

Customers are responsible for providing:

- Mop/Broom
- Dusting wands/cloths
- Vacuum cleaner(s)
- Household disinfectant
- Floor cleaner and bucket
- Spray n Wipe (equivalent)
- Laundry Detergent
- Dishwashing Liquid/Tablets





Vacuuming - where vacuuming is required on multiple levels including stairs, the customer must provide a separate vacuum cleaner on each storey of the home and provide a stick (cordless) vacuum cleaner (or handheld dust buster) for stairs.

Under no circumstances are Community Support Workers permitted to carry a vacuum cleaner up the stairs.

It is not expected that all activities detailed in the "Included" column be done during each instance of a General Housekeeping shift. Activities should be rotated and some may be done in lieu of another activity during a particular service.



Professional Cleaners

It is important to note that Lifebridge staff are qualified care workers, not professional cleaners and as such will only conduct light domestic cleans to ensure your home environment is hygienic and safe.

If more extensive cleans are required Lifebridge can engage or refer you to professional cleaning contractors based on your funding type. Services may be covered in your package or available on a pay for service arrangement.

Lifebridge Community Support Workers are directed to adhere to the above provisions to ensure they are not putting themselves at risk of injury.

Please contact your Care Manager if you have any questions regarding the above.

ROSTERS

As we have been reporting, we have been focusing on creating more consistent and reliable rosters.

This has also included making necessary changes so we meet the new SCHADS Award which all our staff are paid under.

Unfortunately, the unplanned absences caused by COVID, close contact isolation rules and general winter illnesses has delayed the finalisation of the project.

Before any rosters are changed permanently, someone from Lifebridge will contact you to talk through the changes.

When you are contacted, we ask that you remember some of these changes may be a result from the new laws introduced and that you keep an open mind and focus on the benefits that the new teams roster can bring.





Communication Complaints

Recently we have received an increase in complaints regarding timely communication and response times to messages left. Please note this is being addressed through various means.

Our communication policy has been updated to include response times.

Person	Type of communication	Acknowledgement Time	Response	Follow up (if applicable)
Customer	Any customer contact	Immediate/within 24 hours	Subject to the nature of the request within 3 working days from acknowledgement	Within 7 working days from response

It is however, important to understand that our Managers are very busy and may not be able to take your call there and then. Often, they are speaking with other customers, doing work on your behalf or attending to an emergency situation. They always try to be as responsive as they can but sometimes, we do need to request some patience.

Repeated non-performance should always be reported so we can address the underlying issues and improve our quality of service to you.



EMAIL ADDRESSES AND MOBILE NUMBER

It is essential that wherever possible we have a contact email address and mobile phone number for you. This is the timeliest way of communicating especially during times of natural disasters or emergencies.

If you don't have an email address but would like to set one up please let us know and we will roster one of our technological savvy workers to come out and assist you.

You don't need a computer. As long as you have a smart phone then you can organise an email account and set it up on your phone.



COMMUNICATING WITH US

Changes to your prescriptions, health, medical and wellbeing? Then let us know immediately.

For Lifebridge to continue to provide you with both person centered and quality services, you must:

- Keep Lifebridge informed of any changes to your medical (medication), health and wellbeing.
- Keep Lifebridge informed of any changes to your situation (including Plan review or Plan renewal) which may affect your Service Agreement.
- Let us know of any changes to the supports or service delivery required.

Please note that any changes to your Service Agreement will be in writing, signed and dated by all required parties.

For further information please contact your Customer Care Manager, Support Worker or Lifebridge Reception on 1800 043 186.

CALLS FROM LIFEBRIDGE

Please be informed that when reception calls you, it will not come up on your phone as our 1800 043 186 number as our calls are directed through a VOIP system. Our number will come up as a Brisbane number usually starting with the 07 area code.

In some cases you may get calls from Lifebridge staff mobiles that will show as a private number.

We are aware that sometimes people don't like answering private numbers as they believe it might be a scam but some staff do require to have their phones set to private.

UPDATING YOUR CONTACT DETAILS

It is vitally important we have your correct contact details on our files, not only for our rostering team but also so we can we contact the correct person in case of an emergency.

Please let us know as soon as possible of any changes to your:

- home address or postal address
- home or mobile number
- emergency contact details
- personal email address
- name

Please let us know any changes by phoning 1800 043 186 or email admin@lifebridge.org.au

Please be assured that your personal information is kept confidential and is only accessible to the relevant office personnel that require it.



FEEDBACK AND COMPLAINTS

We would also like to remind everyone of our complaint and feedback system.

There are several ways you can lodge a complaint:

1. Using the feedback function on our website;
2. Speaking with your manager;
3. Ringing the office and making a complaint with reception;
4. Contacting the CEO.

We would like to assure everyone that Lifebridge values feedback from each you.

The only way we can ensure that we are providing a quality service that meets your needs is to know how you are feeling. We welcome all feedback – good and bad.

Once your complaint is lodged someone will be in touch to discuss your feedback with you.

If at any time you feel you have not been listened to or you are not happy with the outcome, please let Bronwyn Mitchell, CEO know directly.

There are also external authorities that we can put you in touch with to discuss your concerns.

A brochure has been included in this pack for your information.

ANNUAL SURVEY

Another way that we rely on receiving feedback is through our annual Customer Survey.

You have the chance to win a \$100 Woolworths Gift Voucher just by participating.

Enclosed in this pack is the Customer Survey with a self-addressed envelope. You can either return the survey to your support worker or post it. We ask that you take the time to fill it in.

The survey can also be completed online at: <https://www.surveymonkey.com/r/lifebridgecustomersurvey2022>

The information that is provided is extremely valuable. We use it to design new service offerings and to improve current services and work practices.

**DON'T
MISS YOUR
CHANCE
TO WIN**

ADVISORY COMMITTEE

We are pleased to announce that we have a new customer Advisory Committee which comprises of representatives from all our programs (CHSP, HCP, NDIS) and a carer representative.

All representatives are happy to hear from you. If you ring reception, leave your number and ask to speak to an advisory committee member, we will get them in to contact you.

If you would like to nominate to join the advisory committee, please ring the office and let us know as we still have vacancies available.



AGED CARE REFORMS

You may have heard whispers about the aged care reforms and the new aged care program being introduced.

Basically, come July 2024 there will no longer be Home Care Packages (HCP) or the Community Home Support Program (CHSP).

These programs will be rolled into one to create the new Stay at Home (SAH) program.

It is important to note for all Lifebridge customers that no one will lose any in-home aged care services they currently have in place through the Commonwealth Home Support Program (CHSP) or the Home Care Packages Program (HCP).

The government is using the time available to consult as broadly as they can to gather feedback from consumers and providers.

HAVE YOUR SAY

For those who are interested we have included the links to the Australian Government website below where you can join in the discussions and provide your thoughts.

<https://www.myagedcare.gov.au/news-and-updates/have-your-say-future-help-home>

If you are not comfortable using websites, please contact the office or someone from the advisory committee and we will provide you with the necessary information.

Have your say on the future of help at home

The Australian Government is redesigning and improving in-home aged care. A new program will launch on 1 July 2024.

The Department of Health is seeking feedback throughout the development of this new program.

They are now inviting feedback on a [discussion paper](#) which provides a draft design for the future in-home aged care program.

It takes in feedback from previous consultations on board.

To download the Discussion Paper - please go to <https://www.health.gov.au/resources/publications/a-new-program-for-in-home-aged-care-discussion-paper>

If you'd like to provide feedback on the new in-home aged care program, the details are below:

How:

You can have your say through our online submission process -

https://healthau.au1.qualtrics.com/jfe/form/SV_eR62WsCIVgyGtnw

or by calling 1800 318 209.

Deadline:

Submissions are open until Friday, 25 November 2022.



CHRISTMAS PARTIAL CLOSURE DATES

The Lifebridge Office and Cottage will be closed from 4pm Friday 23rd December, 2022 and will reopen at 8am on Tuesday 3rd January, 2023.

Please note the following:

- Only essential services will be delivered during this period. Non-essential services and groups will be cancelled.
- Rosters are currently finalising shifts and staffing requirements for delivering essential services during the partial shutdown.
- Please make sure you contact your Customer Care Manager if you require essential services during the Christmas Closure period as soon as possible.

During the closure period the Manager On Call will monitor the Reception voicemail to determine any emergency customer requirements.

Please contact your Customer Care Manager if you have any questions regarding the Christmas partial shutdown.

We would like to take this opportunity to wish you all a very Merry Christmas and a peaceful and prosperous New Year.

We are very grateful for your support during the past year and we look forward to continuing to support you in the future.

ANNUAL REPORT 2021/22

We are currently in the process of putting together our end of year Annual Report which will include our Financial Report for the year 2021-2022.

Our Annual Report gives us the opportunity to highlight our key achievements, expectations for the coming year and overall goals and objectives.

Once finalised the Annual Report will be available to view on our website:

<https://lifebridge.org.au/resources/annual-reports/>

There will also be some hard copies in the Kingscliff Office once it has been finalised also.

HOW TO CONTACT US

- Our reception hours are between 8am and 4pm and you can contact us on 1800 043 186.
- Our general email address is admin@lifebridge.org.au
- Our physical address is Cudgen Road, Kingscliff (opposite no 32) and next to the Kingscliff Swimming Pool.
- Our Post Office Box mailing address is PO Box 1403, Kingscliff NSW 2487

STAFF MOVEMENTS



STAFF RESIGNATIONS

We have two long term employees who have recently retired.

Beverly Smallmon, who has been with Lifebridge for six very successful years announced her retirement as General Manager of Community Services.

Bev was instrumental in growing the Community Home Support Program (CHSP) and began the Lifebridge Home Care Package program (HCP)

Our second person to retire was Denise Culpitt, who was our Senior Finance Officer. You may have dealt with Denise if you had an invoice inquiry.

Denise has worked for Lifebridge for eleven years performing many different roles.

The third resignation was our Clinical and HCP lead Danielle Burgess. Danielle and her family have relocated to Bundaberg.

Danielle had been with us for approximately twelve months.

We wish all our outgoing staff the very best for their future and new adventures.

They are leaving very large shoes to fill and we are pleased to announce that all vacant positions have been filled by the following people:



Shelley Scorrano

Senior Manager, Community Services

Shelley has worked in Residential Aged Care for 15 years and has been managing for 11 of those years in various roles such as Facility Manager, General Manager and General Regional Manager overseeing multiple sites.

Her training qualifications include a Diploma of Management, Diploma of Community Care Coordination, Post Grad Diploma of Aged Care Management, an Auditors course plus multiple other courses and education.

Shelley is a people's person and very much enjoys getting out and about networking, growing a business and building a successful team. Her passions lie in the business world, and she loves the challenges that go with roles in this type of position.

Shelley's many qualities include being approachable, strong, positive, not afraid of a challenge and has a happy demeanour.



Toni Cleland

Clinical and HCP Lead

Toni Cleland is our new HCP and Clinical Lead and will be leading the Home Care Services Team.

Toni is a registered nurse and completed her qualifications in Auckland, New Zealand. She worked in Middlemore Hospital for one year and never worked in a hospital since then.

Toni's career has been really varied, working in Primary Health and Community Care for the last 25 years. She has worked in New Zealand, London and across Australia.

Toni calls New Zealand home but she has spent more of her life outside of NZ than she has in it. Toni went to school in Borneo and then in regional Victoria. Whilst studying to be a nurse, her parents moved to Malaysia so she spent a lot of time there as well.

Toni has three children and loves spending time with her family.

Toni's many qualities include getting things done, being fearless when she needs to be and treating people how she likes to be treated.

Helen Perry

Customer Care Manager/RN

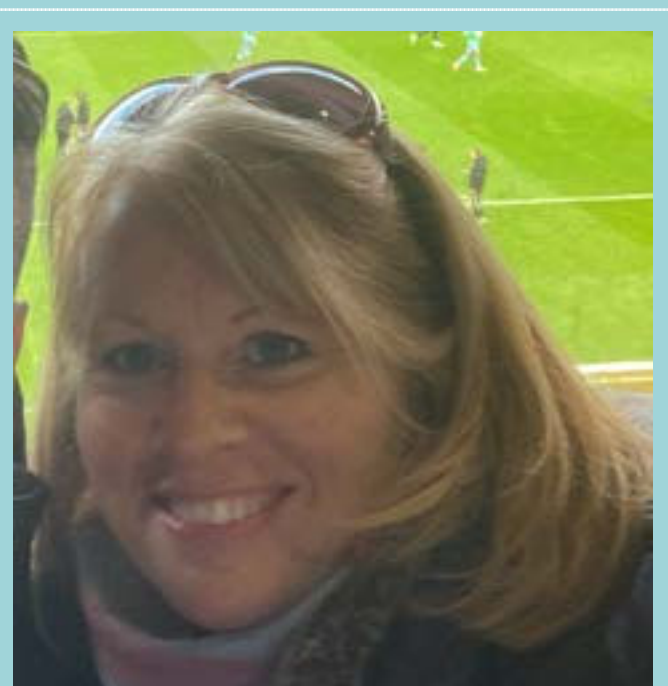
Helen Perry is our new Customer Care Manager (Clinical) and is part of the Home Care Services Team.

Helen is a Registered Nurse from the UK and her background is in emergency/acute care and latterly working as an Occupational Health Nurse. During the COVID-19 pandemic she volunteered to work on the first COVID-19 ward in the first wave and COVID Intensive Care in the second wave.

Helen arrived in Oz just 7 weeks ago with her family, (husband, 2 sons, eldest son's girlfriend and her 80 year old mum).

The basic elements of care are important to Helen, whether it be assisting with showering or simply a friendly chat. Caring and giving support to others is good for us too.

"My strength is definately my resilience. I love to focus on achieving my goals and always try to find a solution in a problem. That said, I am an empathetic and sensitive individual which probably explains why I'm a nurse."





CLINICAL SERVICES

NURSING SERVICE

Through your Home Care Package you can access services from a Registered Nurse. Lifebridge provides nursing services in your home to keep you safe and well. These services include but are not limited to:

- Wound care
- Health assessments
- Continence assessments
- Catheter Care
- Stoma Care
- Diabetes Management
- Medication management including Intramuscular and subcutaneous injections

The cost to your Home Care Package for a Registered Nurse home visit is a hour minimum. Please refer to current fee schedule. Wound consumables are also charged to your Home Care Package.

Health Assessments can be completed frequently to improve health outcomes and refer to other allied health professionals if required. Our Registered Nurses can liaise with your GP to ensure comprehensive and holistic care is provided to you.

Continence Assessments are important to ensure any incontinence issues are well managed through education and advice. The Registered Nurse can provide a range of different products to trial and ideas to improve quality of life through better continence management.

Lifebridge Clinical Team:

Toni Cleland - Registered Nurse
Shannon Burns - Registered Nurse
Helen Perry - Registered Nurse

COVID-19 RESPONSE UPDATE

COVID numbers are increasing and are predicted to do so over the December- January period. A reminder to everyone to remain vigilant, keep up to date with your vaccinations, speak to your GP's about access to the antiviral drugs if you should get COVID.

If you are experiencing any cold or flu like symptoms or test positive to COVID please contact your Customer Care Manager as soon as possible. Service will only continue under strict protocols advised by Shelley Scorrano.

Lifebridge staff and volunteers have been instructed to continue wearing masks when indoors, especially when completing personal care duties and whilst transporting. If this isn't happening, please contact reception and let them know so we can remind staff of their obligations.

Staff have also been advised that they are not to attend the workplace or provide in-home or in-community care services if they have any respiratory or influenza like symptoms.

Please note that illness amongst our staff is creating significant pressure on rostering and service provision but we are doing our best to provide our usual high standard of service to our customers.



AUDIT RESULTS

KINGSLIFF KITCHEN

We are pleased to confirm that the Cottage Kitchen has yet again met the requirements of the NSW Food Safety Standard Audit and received the prestigious "A" grade pass!

The annual audit was recently completed on site at Kingscliff.

Food Safety Standards must be met at all times in the Kingscliff cottage and Pottsville STA by all staff and volunteers.

Janelle Egan and Colleen Lonnie also successfully completed the Food Safety Supervisors course, a legal requirement in Australia for Health & Community services delivering meals to customers.

Why is this audit necessary?

The Food Authority has a legislative responsibility to conduct audits of licensed businesses.

Audits are necessary to:

- ensure public health and safety
- ensure compliance with Food Regulation 2015 and the Food Standards Code

Without rigorous standards there is a danger of food being unsafe to consume which can cause serious illness, loss of work or even fatalities.

NDIS AUDIT

As you may be aware, Lifebridge recently completed the formal NDIS verification process. NDIS Registered service providers such as Lifebridge are required to undertake an audit against the NDIS Practice Standards on a 3-year cycle.

Standards are necessary, but always changing.

Lifebridge performed to a very high standard in the audit process.

It highlights the importance of Continued Quality Improvement, the continuous and ongoing effort to achieve measurable improvements in efficiency, effectiveness, performance, accountability and outcomes.

In response to the audit and changing Standards, there are several Lifebridge Policies that are currently being updated to reflect current policy and practice, customer engagement and incident reporting including:

- Customer Safety and Security
- Risk Management
- Professional Behaviours
- Risk and Opportunities for Customers

All our Quality Activities strengthen and inform Lifebridge practice. The NDIS audit findings allow us to consolidate practice across all areas of our business including both Aged Care and NDIS.

This work will also support and underpin preparation for the Aged Care audit.



USE AND SELECTION OF CONTRACTORS

There has been some confusion around the contracting of external services and supports and the rules and regulations around why some companies can be reimbursed, and others can't.

Lifefridge always endeavours to work in partnership with you to determine if the service, support or purchase:

- is directly linked to your identified care needs and goals;
- provides supports for daily living that is important for your health and wellbeing;
- is necessary to support functional safety in your home;
- can be delivered within your available package budget; and
- would be considered an acceptable use of Government funds.

As a rule of thumb, if the service or support can be purchased through a subsidised government scheme or if the purchase is considered an expenditure that anyone would be reasonably expected to pay regardless of their health or support needs, then it will not be approved.

For example, hearing aids, glasses and dentures would be paid for through government subsidy schemes not the home care package. Fixing a broken light switch or replacing a broken appliance not directly linked to your care plan and goals through the package would also be refused.

Furthermore, any home modifications, no matter how small (ie; a hand rail near a door) need to be assessed and recommended by an Occupational Therapist (OT). This is to ensure that the modifications are in line with your care plan and goals and meet all necessary codes.

Purchasing or installing an incorrect aid that does not meet code may become a serious safety risk and restrict rather than enhance independence, therefore it is essential that you discuss these things with your Care Manager and follow their advice.

There are very strict rules around the engagement of contractors. As an approved provider, Lifefridge must always remember that we, not the sub-contracted service provider, remain responsible for meeting all the regulatory responsibilities.

If reimbursement through a Home Care Package is expected, then the service being provided, and any third party contractor must be approved by Lifefridge prior to their engagement.

It is extremely important that you discuss any purchases or engagement of external contractors with your care manager first.

If the contractor is not on the Lifefridge preferred supplier list or has chosen not to enter into a contract with Lifefridge then we cannot approve the use of that contractor.

THE BACK PAGE



RECOMMENDED READ

THE GREAT ESCAPE from
WOODLANDS NURSING HOME
by Joanna Nell

At nearly ninety, retired nature writer Hattie Bloom prefers the company of birds to people, but when a fall lands her in a nursing home she struggles to cope with the loss of independence and privacy. From the confines of her 'room with a view' of the carpark, she dreams of escape.

Fellow 'inmate', the gregarious, would-be comedian Walter Clements also plans on returning home as soon as he is fit and able to take charge of his mobility scooter.

When Hattie and Walter officially meet at The Night Owls, a clandestine club run by Sister Bronwyn and her dog, Queenie, they seem at odds. But when Sister Bronwyn is dismissed over her unconventional approach to aged care, they must join forces -- and very slowly an unlikely, unexpected friendship begins to grow.

Full of wisdom and warmth, The Great Escape from Woodlands Nursing Home is a gorgeously poignant, hilarious story showing that it is never too late to laugh -- or to love.

Available for Kindle, Audiobook,
Hardcover or paperback at
[Amazon.com.au](https://www.amazon.com.au)

TASTY HEALTHY RECIPE

This simple & tasty chilli con carne dish makes for great leftovers the next day.

Ingredients

2 onions, diced
2 carrots, diced
2 sticks celery, diced
8 cloves garlic, finely chopped
¼ cup extra virgin olive oil
500g beef mince
1 tbsp smoked paprika
2 tsp ground cumin
2 tsp ground coriander seed
2 tsp ground fennel seeds
2 red capsicums, diced
2 x 400g cans diced tomatoes
salt flakes and ground black pepper
1 x 400g can black beans, drained
1 x 400g can kidney beans
tortillas, guacamole, chopped coriander,
sour cream and lime wedges, to serve

Method

Sauté the onions, carrots, celery and garlic in half the olive oil in a large heavy-based saucepan for 5 minutes, until softened, then set aside.

Add the remaining oil, then fry the beef for 20 minutes, until browned. Mix in the spices, onion mix, capsicums and tomatoes.

Season with salt and pepper, then simmer for 1 hour, until thickened. Mix in the beans.

Serve with tortillas, guacamole, chopped coriander, sour cream and lime wedges.