

For more information about Home Care Packages call the national contact centre on **1800 200 422** or visit the My Aged Care website at **www.myagedcare.gov.au**

FOR FURTHER INFORMATION CONTACT MURRAY MALLEE AGED CARE GROUP:

(08) 8532 2255
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MURRAY MALLEE AGED CARE GROUP

HOME CARE PACKAGES

WHAT YOUR HOME CARE
PACKAGE CAN PROVIDE



Funded by the Australian Government.
Visit the Department's website
agedcare.health.gov.au
for more information



Murray Mallee
AGED CARE GROUP INC.

ABOUTUS

Murray Mallee Aged Care Group Inc. was established in 1994 as a not for profit non-government organisation providing specialized in-home services and social support groups for ageing people in the rural and remote regions of the Murray Mallee area and Riverland.

Murray Mallee Aged Care Group Inc. operates a number of Level 1 to Level 4 Home Care Packages (HCP's) including packages which deliver specialized services to Aboriginal communities. All HCP's are operated under the Consumer Directed Care model. The services are provided across the Hills Mallee Southern and Riverland regions.

OURVISION

Our vision is towards a bright future expanding our quality services to include increased Home Care Packages (HCP) and Commonwealth Home Support Program (CHSP) services for ageing people.

RIGHT: Images of our Administration building.



COMMENTS AND FEEDBACK

Murray Mallee Aged Care Group welcomes comments and feedback regarding the services provided. The open and transparent feedback process encourages people to raise any concerns with Murray Mallee Aged Care Group in the first instance.

INTERPRETER SERVICES

Use of an appropriately qualified, accredited interpreter can be arranged with the Translating and Interpreting Service of the Department of Immigration and Citizenship. Telephone 131 450.

ADVOCACY

Murray Mallee Aged Care Group encourages people to nominate an advocate of their choice. This may be a family member or an advocate may be accessed via the Aged Rights Advocacy Service.

Telephone 8232 5377 or, in country SA, 1800 700 600.



OBTAINING A **HOMECARE** PACKAGE

An assessment is required by an Aged Care Assessment Team (ACAT) to receive help at home through a Home Care Package. To arrange for this assessment you will need to contact My Aged Care on 1800 200 422.

The assessment team are health professionals who help determine care needs and whether a Home Care Package will assist you. If you are eligible for a Home Care Package, a home care provider will be identified in the local area, however a waiting period may exist in some areas. Once offered a package a care plan will be developed for the services required within the amount of the funding available for the package.

COST

The Australian Government pays for the bulk of aged care in Australia, but as with all aged care services, the consumer may be asked to contribute to the cost of care.

If asked to pay a care fee, the amount will vary according to the consumer's income. If you are on the basic rate of pension, the maximum contribution would be 17.5% of the single pension. People on higher incomes may be asked to contribute a higher amount.

HOMECARE PACKAGES

A Home Care Package provides services at four levels that can:

- Help consumers to stay at home for as long as possible.
- Give choice and flexibility in the way that care and support is provided.

The four levels of Home Care Packages are:

- Level 1: Supports people with basic care needs
- Level 2: Supports people with low-level care needs
- Level 3: Supports people with intermediate care needs
- Level 4: Supports people with high-level care needs

MMACG's Support Workers are qualified with Certificate III in Aged Care, have a First Aid Certificate and all have Police Clearances.

TUMPINYERI

Murray Mallee Aged Care Group offers Indigenous specific Consumer Directed Home Care Packages, under the Tumpinyeri Program. It is often considered that when Indigenous people require assistance with everyday living that they need to move out of their community. Consumer Directed Home Care Packages offer Indigenous people genuine choice and control of the location that their services are delivered and which services they access.

SERVICES PROVIDED

PERSONAL CARE

Personal care services may be the key to support you to stay in your own home instead of going into a Residential Care Facility. A broad range of services can be provided to meet your needs. These may include assistance with meals, bathing, toileting, grooming, dressing, and any other tasks that you find difficult to manage.

DOMESTIC HELP

Domestic help services can support you with practical tasks such as general housework and shopping. It's services like these that will help you to remain independent in your own home. These may include cleaning, dishwashing, clothes washing, ironing and shopping.

MEALS

Meals and other food services can help you maintain a healthy, balanced diet. MMACG can assist you if you need help preparing and cooking a meal in your home.

GOODS AND EQUIPMENT

Goods and equipment services can help you maintain your independence if you have a functional limitation (any health problem that prevents you from completing a range of tasks), or if you just find it difficult to carry out day-to-day living activities. Services may include items that can assist with mobility, communication, personal care and health care.

HOME MAINTENANCE AND MODIFICATION

Home maintenance and modification services may support you to stay in your own home by making your home safer and more secure. These may include minor repairs, garden maintenance such as lawn mowing and removing rubbish, grab and shower rails, hand rails, ramps and other mobility aids, emergency alarms and other safety aids.

TRANSPORT/ SOCIAL SUPPORT

Transport services can help to get you to and from your appointments, shopping and helping you to stay connected with your community.

HEALTH SUPPORT

There are a number of services that offer a range of therapies such as podiatry (foot care) or occupational therapy (help to recover, or maintain your physical ability) to help you to stay as active and healthy as you can. These services are also known as allied health services, and can include physiotherapy, speech pathology, occupational therapy, podiatry and nutritional advice and information.

NURSING CARE

A Registered or Enrolled nurse can help you manage a health condition at home. They can help you (according to their level of expertise) with checking aspects of your health such as your blood pressure, treatments such as changing wound dressings or catheter care as well as managing your continence and medicines.