



MHA CARE

Customer Newsletter

MARCH 2018

Welcome to 2018, I hope you all enjoyed a safe and happy Festive Season and New Year. We have recently conducted a sample Customer Survey with the results providing some pleasing feedback for our organisation and Care Workers. In reviewing the survey feedback we have identified that we need to improve in providing information to you about things like your Rights and Responsibilities and our Complaints and Feedback processes on a more consistent and regular basis. We will also be working to improving how we inform you of changes to your services that may occur from time to time. I would like to thank all of the customers who were involved in the survey and provided their valuable feedback that we will now use to inform improvements to your services and supports.

I would also like to acknowledge and thank you for the patience and understanding of those of you who have been placed on our waiting list for some of our Commonwealth Home Support Funded services.

Michael Hogan
CEO



I hope the start to 2018 has been a happy and healthy one for all our customers and their families. MHA Care are looking forward to the year ahead, as we make plans for the best way to support you and our local communities. Many of you may be aware that MHA Care currently have a waitlist in place for some of the Commonwealth Home Support Funded services (CHSP), we are pleased to be able to report that we are slowly starting to reduce the number of people waiting to access these supports, our service team work closely with our customers to ensure information and support is provided while waiting for services to commence. MHA Care were very excited to once again be involved with the Yarrawonga / Mulwala Lifestyle Fair on Sunday March 4th, the fair provided the opportunity for us to meet many of our local customers along with new people to the area, it also provided the opportunity for local organizations to meet and share service information, ensuring we are all working together to provide appropriate and timely support that will assist people to remain living independently in their own homes.

Wendy Farrall
Service Manager

PUBLIC HOLIDAY Office Closures

Please note that the MHA Care office 22 Orr St, Yarrowonga will be closed on the following dates. Sorry for any inconvenience this may cause.

Labour Day
Monday 12th March



Easter Weekend
Friday 30th March
through to Monday 2nd April



Anzac Day
Wednesday 25th April



For all non-essential services such as Home Care scheduled for these Public holidays a coordinator will contact you to reschedule your service.

All essential services such as Personal Care and Meals on Wheels will still take place on public holidays.

MHA CARE OPP SHOP

We invite all clients and their families and friends to visit our Opp Shop sites located on Benalla Road Yarrowonga, the volunteers have worked hard and have done a great job of improving the layout and presentation of items at the shops and nursery centre. It is well worth paying them a visit and grabbing a bargain. Get down and have a look if you get a chance, with proceeds going back into our communities you won't be disappointed.



PRIVATE SERVICES

DID YOU KNOW YOU CAN PURCHASE ANY OF OUR SERVICES PRIVATELY?

MHA Care also provides services to customers who are not eligible to receive government subsidised services, or would just rather purchase services privately. There is no waiting list for private services, and clients do not require a formal assessment.

Private clients may choose to purchase any of the services that MHA Care Offer on a one off, short term or on a regular ongoing basis.

You can purchase some additional private services in addition to your government funded services.

If you feel like you could benefit from some additional private services please contact MHA Care on (03) 5742 1111 and our Intake officer can let you know our fee schedule.

MHA CARE

Opp Shop & Meals On Wheels Volunteers Needed



Yarrowonga has two Opp Shop sites and a self-cultivated plant nursery, both located on Benalla Road. They are full of goodies with proceeds going back into the community

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Cobram, Nathalia, Numurkah and Yarrowonga run lunch time Meals on Wheels delivery for clients.

Volunteering is rewarding and flexible, you can volunteer as little or as much as you like, all efforts are greatly appreciated and valued by our staff and dear clients.

If you or someone you know can help, please call Lorraine, MHA CARE volunteer coordinator on 5742 1117.



"Thank you for the excellent service, support and help provided after my Father left hospital. I am very impressed with the high level of service and care he received."