



MHA CARE

Customer Newsletter

SEPTEMBER

2017

Supporting you to live independently at home

MHA Care services are there to support and help you to continue to live at home and in your community.

MHA Care aims to help people live in the community as independently and autonomously as possible. Being independent means you can manage your daily activities, including social and community participation. Being autonomous means you can make your own decisions.

Our approach focuses on people's strengths and assumes everyone has some capacity to improve their own health and wellbeing.

A person's needs are best met when there are strong partnerships and collaborative working relationships between the person, their carers and family, support workers and between service providers.

MHA Care promotes a wellness and active ageing approach that emphasises optimal health. We offer timely and flexible services that respond to a person's and their carers needs.



MHA CARE NEWS

PUBLIC HOLIDAYS

The MHA Care Offices will be closed on :

**Friday 29th September
(AFL Grand Final Day)**



**Tuesday 7th November
(Melbourne Cup Day)**

For all non essential services 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.

New phone System



MHA Care now has an automated phone system. The new system is designed to get your call to your town coordinator faster.

Dial (03) 5742 1111

Press 1: For service coordination team

Then Press:

- 1** If you live in Yarrawonga & Surrounds
- 2** If you live in Cobram & Surrounds
- 3** If you live in Numurkah/Nathalia & Surrounds



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.

GET TO KNOW US

Michael Hogan



Michael is our new Chief Executive Officer and has been with MHA Care for two months.

Michael comes to us with extensive experience in the area of Community Services.

Michael is passionate about delivering innovative and effective Consumer Centred Care to the aged, frail and disabled based upon best practice standards that are underpinned by a culture of continuous improvement about supporting clients to live independently in their homes.

FUN FACTS ABOUT MICHAEL

Food to die for: Grilled Murray Cod

Film I could watch over and over: Flight of the Phoenix

MHA Care is a great place to work because: It provides valuable services to the aged and person's with disabilities.

A place that makes you smile: The Murray River

If I won lottery I would: Share it with my family and donate to the organisation that I work for.

DIRECT DEBIT COMPETITION

Sign up today to have your MHA Care account direct debited from your bank account and go in the draw to win one of 4 \$20.00 vouchers of your choice.

Direct debit saves time and takes away the hassle of late payments.

It's easy to sign up - Call the MHA Care Office on (03) 5742 1111 and we will send out a direct debit form.

****All current and new direct debit clients will go automatically into the draw.***

Four Draws will take place, one prize will be given out to the random winner each month.

Draws will take place on 30th September, 31st October, 30th November and 31st December.

Winners will be notified by phone.