



MHA CARE

Customer Newsletter

DATE: May/June 2018

Welcome to the first edition of our new look Customer Newsletter.

Through the Customer Newsletter we aim to provide you with information on MHA Care and how we can assist you to remain active and living independently in your home and community.

MHA Care Office Hours

Monday – Friday

8.30am – 4.30pm

Saturday and Sunday

Closed

Public Holidays

Queen's Birthday

June 11th 2018

Closed

Contact Us

❖ 22 Orr Street

❖ P.O Box 376

Yarrowonga VIC 3730

www.mhacare.org.au

03 5742 1111



Home Care Packages

From April 9th 2018 MHA Care have recommenced our Home Care Package Program. Home Care Packages are allocated to eligible people to assist them to remain living independently in their own home. If you have received notification that you have been allocated a Home Care Package and are wondering what happens next, MHA Care can assist you to manage your package.

Our Intake/Care Coordinators can assist you to:-

- Identify your goals
- Develop a plan
- Set a budget
- Access appropriate Supports
- Provide Advocacy



If you would like further information on Home Care Packages and how MHA Care can assist you, please call our Intake/Care Coordinator on (03) 5742 1111.

Carers Support Services



Do you or someone you know care for a family member or friend? If so support is available to help you sustain your caring role.

Carers Support Services can help you with the provision of information, education and funding to ensure you can remain caring for your loved one while maintaining your own health and wellbeing.

If you would like to access this support or would like to know more about the carer support program, you can call Carers Support Services on (03) 5823 7000.

COMPLIMENT

"I want to thank the Care Worker who came to my home today, she was most committed and did an outstanding job, she was well presented and well spoken, her manner and dedication to the job at hand was unmatched"



CANCELLATION OF SERVICES

Just a friendly reminder that a minimum of 24 hours notice is required for the cancellation of services. Not doing this may result in the service fee being charged.



THOUGHT FOR THE DAY

"Today is a wonderful day. I have never seen this one before"



Amber Vucinic

Corporate Support Officer



If you have ever dropped in or called MHA Care chances are that you have met Amber, she is the smiling face and chirpy voice that is often your first point of call. Amber has been with MHA now for 7 months. Amber is always happy to answer your questions or assist you with the support you may need to access the services you require.

Payment Options

Did you know there are several options available when paying your MHA account?

➤ **Direct Debit**

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

➤ **Cheque**

➤ **Phone or Internet Banking**

➤ **At your local NAB or Bendigo bank**

➤ **In person at our Yarrawonga office**

All MHA Care accounts can be sent to you via email, if this is an option you would like to choose, please call MHA Care to organise.

The right care for you

Thank you to all of our customers who were invited to participate in and complete our Annual Customer Survey. Overall the results were very pleasing and support our belief that our Care Workers are amongst the best in the region. In response to the survey we will be undertaking the following:

- Reviewing the timing and provision of information to Customers and include providing information on customer Rights and Responsibilities, Privacy, Complaints etc. on a consistent and regular basis after service has commenced;
- Investigating how we can notify and engage with our customers in a more timely manner when notifying them of changes to their services;
- Develop and implement a documented standard level of performance across all services to include clear direction on what tasks can be performed and to what standard and communicate these to Care Workers and customers;
- We actively work to Improve our methods of monitoring, reporting and actively responding to the needs of customers as they change overtime; and
- A review of how services are itemised on customer invoices.

The feedback has been valuable and strengthened our commitment to providing 'The Right Care for You'

Michael Hogan
CEO