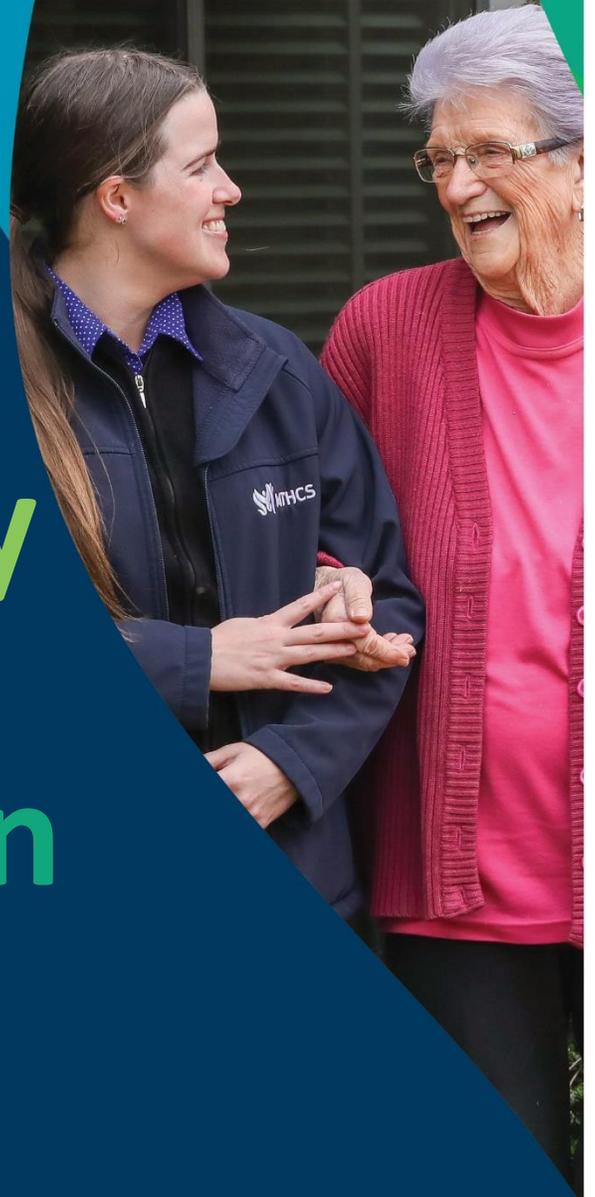


MALLEE TRACK @
home



Community Services Information Booklet

Community
Aged Care and Health
Services



MTHCS
Mallee Track Health
and Community Service

Welcome to Mallee Track Health and Community Service



Mallee Track Health and Community Service (MTHCS) receives funding to provide a range of services designed to support you, and or the person you care for, to stay independent and living at home for as long as possible.

Helping people stay active, involved and doing as much as possible has proven to help people stay more independent with a greater sense of wellbeing. This is the approach MTHCS takes when working with you.

MTHCS community-based services include options to ensure you are eating well, getting out and about and managing your health and wellbeing.

MTHCS work with you, and the people who support you, to find out the things you want to achieve and the things that are important to you. We will help you to put in place the right solutions with you. Staff will help you to do as much as you can for yourself to help maintain your independence.

This handbook has been developed to provide people receiving community-based services with information they may need whilst receiving our services. The staff involved in your care will support you to understand the contents of this handbook. Should you have further questions, or need further information please ask staff.

MTHCS Mission and Vision

Mission: We deliver health and wellbeing services across every stage of life, fostering thriving resilient communities, and a workplace culture that values and supports people.

Vision: To be a leading rural health service – innovative, responsive, and sustainable – providing high quality care across early years, aged care, and community health, guided by the evolving needs of our communities.

Overview of Community Services

MTHCS receives funding from a number of sources to provide community-based services. Some services are on a fee-for-service basis and others are partially funded from a government funding source.

These funding sources include:

- Multi-Purpose Service funding
- Aged Care Funding through Commonwealth Home Support Program (CHSP)
- Home and Community Care – Program for Young People (HACC PYP)
- PHN— Primary Health Network (Chronic Disease Podiatry funding)
- Department of Families Fairness and Housing – Neighborhood Houses
- Partnership Arrangements – Support at Home providers, National Disability Insurance Scheme participants.

All of these funded programs have different requirements and eligibility criteria. Staff may ask you questions and ask you to complete forms relevant to the funding stream that is supporting you to receive the particular service you are receiving.

MTHCS community services are available to all members of the community requiring health and aged care services.

The NEW Aged Care Act

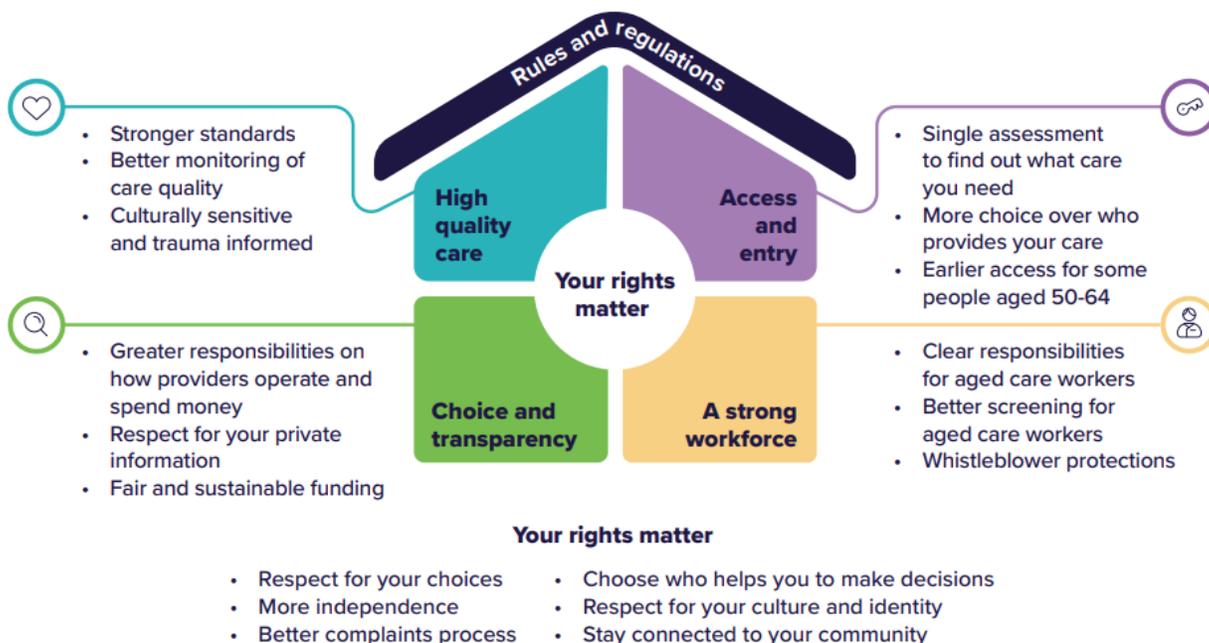
The new aged care act came into effect from November 1 2025. MTHCS receive funding to deliver *Commonwealth Home Support Programs Services (CHSP)* under the Aged Care Act in the community. MTHCS is an associated provider of *Support at Home* services for Uniting Aged Well, Bendigo Health and Regis Care.

The new Act introduced a number of new requirements:

- All aged care clients (over 65) require a **My Aged Care Assessment**. If you are over 65 and wanting to receive funded Aged Care Services you need to contact My Aged Care on 1800 200 422 or go to www.myagedcare.gov.au to request an assessment.
- **NEW Statement of Rights**, which outlines the rights of older people when seeking or accessing government-funded aged care services. It includes rights like independence and autonomy, respect for privacy, safe and quality care, and the right to raise issues without fear of reprisal. Aged care service providers are legally obliged to deliver services to older people in line with the Statement of Rights. Staff will discuss the statement of rights when we complete your Service Agreement with you. The MTHCS rights are later in the booklet.
- **Service Agreement** – all people receiving CHSP aged care services are required to have a Service Agreement in place, this agreement outlines the services you will receive, cost of that service plus other important information regarding the service that we are providing to you. Current CHSP consumers will receive an updated Agreement at the time of their next service review.

The new Aged Care Act puts you at the centre of your aged care

It will make aged care safer, fairer and more respectful.
This infographic outlines the main parts of the new Act and how they work together.



We will support you to understand this information and support you when you have feedback or complaints to ensure we are delivering care in line with the new Aged Care Act.

ACCESS

Access and Services

To access or enquire about services please phone:

Ouyen (03) 5092 1111

Sea Lake (03) 5070 2155



Reception staff are often the first point of contact for people enquiring about services and may require personal and health details. Staff require this information to link you with the appropriate staff and services.

Depending on your enquiry, the relevant staff member will contact you. This may take a few days depending on staff

availability.

All information is treated confidentially.

MTHCS accepts the following types of referral:

- Self-referral from the customer/participant, their Carer or relative
- Referral from a service provider (GP, Community Nurse, Case Manager, Plan Manager)
- My Aged Care referrals - **Remember to request MTHCS Services as your preferred aged care provider.** Once you have been assessed My Aged Care send the referral to us.

Rural Outreach Workers help you find the care and services you need!

Rural Outreach Workers assists people to find the services they need. There are a lot of supports out there but sometimes we need help to get started.

Rural Outreach workers support people through referral and access to services such as:

- Aged Care services
- Family services
- Homelessness or at risk of homelessness
- Mental health and wellbeing
- Financial hardship
- Legal aid
- Support for Carers

If you are needing help to access services but don't know where to start the Rural Outreach Workers are able to support you. Call 50921111 email row@mthcs.vic.gov.au we will help you get started!

Mallee Track @ Home

MTHCS has a number of home and community based services that can support you to stay living in your home safely.



Personal Care

Our health care workers go out into people's homes to support them with activities of daily living. Personal Care is tailored to the needs of the person. We are developing this program to reach all areas of the catchment.

Friendly Visiting/Individual Social Support

Not everyone likes to attend group based social support programs, however social support can be provided in customers' own home on a regular basis.



The friendly visiting program matches volunteers to people who live at home and would like someone to chat to, require assistance with pets, assistance on outings or just support to see a health professional.

If you are interested in learning more about this program please contact the Ouyen Service Centre on 5092 1111.

All customers requesting this service need to be assessed by My Aged Care or undertake a HACC assessment to ensure eligible for service under HACC or CHSP programs.

District Nursing

District Nurses provide a service to people who live in Murrayville, Underbool, Ouyen, Patchewollock, Sea Lake and all the smaller communities within the catchment. Service delivery is dependent on customers' needs and nursing rosters.

Nurses provide a comprehensive range of nursing support to people, their carers and other support persons of all ages within a person's home or other agreed location.

District Nurses are able to provide:

- Nursing care according to persons needs
- Advice and support for carers and families
- Referral to other health services when required
- Support or education to manage illness
- People requiring assistance with medication management
- Wound care management

District Nurses can be contacted at:

Sea Lake (03) 5070 2155 for people in the Nandaly, Berriwillock and Culgoa

Ouyen (03) 5092 1111 for people along the Mallee Hwy, Hattah and Patchewollock

Group Based Social Support Programs

Social support programs, based in community venues, are run on a regular basis within MTHCS communities. We have a team of experienced staff eager to coordinate activities, social gatherings, and friendly chats. Group members are asked to have input into the planning of upcoming activities.

[All people requesting this service need to be assessed by My Aged Care or undertake a HACC assessment to ensure eligibility for service under HACC or CHSP programs.](#)

If you are under 65 or have a NDIS package please contact MTHCS on 50921111 who can assist you on your journey to access our social support programs.

Weekly programs – Known as Planned Activity Groups (PAG)

Tuesday	Woomelang Community Centre (Community meal) MTHCS Murrayville Service Centre Culgoa Community Hall in the supper room
Wednesday	Woomelang Community Centre Underbool Service Centre
Thursday	Speed Golf Club Ouyen Senior Citizen Rooms Sea Lake Carinya

Monthly Programs

Murrayville Men's Group	2 nd Wednesday of each month
Murrayville Ladies Meet & Eat	3 rd Wednesday Bi-monthly
Murrayville Community Based Meal	2 nd Wednesday Bi-monthly
Patchewollock Community Meal	3 rd Monday of the month
Sea Lake Lunch & Laughter	3 rd Thursday of the month
Ouyen Meet & Eat	1 st Tuesday of the month
Underbool Meet & Eat	2 nd Tuesday of the month
Ouyen - Men on the move	3 rd Tuesday of the month
Ouyen - Agile Angels	4 th Tuesday of the month

Medications within Community Based Groups

Customers will be responsible for their own medication whilst attending community-based group programs. If customers require assistance staff will be required to set up a specific medication needs care plan with the customer and their carer.

Should this be required please bring it to a staff members' attention.

Delivered Meals

Meals on Wheels, along with other services, aim to assist the elderly and those with disabilities to remain living independently for as long as possible. People may not be able to cook for themselves for a variety of reasons. Sometimes the service is received for a short time, such as after a hip replacement operation.

In most cases the meals are provided on an on-going basis for people, who for various reasons, are unable to prepare food for themselves.



Meals can be delivered to your house up to 6 days per week in Ouyen, and up to 5 days per week in Sea Lake thanks to MTHCS volunteers. Meals can also be delivered 7 days per week in Woomelang, thanks to the Woomelang General store.

If you live outside Ouyen, meals can be arranged to be delivered frozen for you or your carer to reheat.

Meals are delivered to outreach areas on the following schedule:

- Monday: Patchewollock, Speed & Tempy
- Tuesday: Murrayville & Cowangie

- Thursday: Underbool & Walpeup.

Due to food handling requirements we are unable to leave meals at houses in cool boxes or esky.

All customers requesting this service need to be assessed by My Aged Care or undertake a HACC assessment to ensure eligibility for service under HACC or CHSP programs.

Should you need to cancel your meal please cancel prior to 10.30 am by contacting 5092-1111. Failure to cancel may result in being charged for the meal.

Community Transport Program

Volunteers or MTHCS Staff will collect people from their home, drive them to their destination and return. An escort can also be provided for those needing assistance during the trip or at the destination. Transport can be provided for people to attend: Medical appointments, local social outings, other appointments, shopping.

All customers requesting this service need to be assessed by My Aged Care or undertake a HACC assessment to ensure eligibility for service under HACC or CHSP and that your needs can be met by volunteers.

Access to this service is dependent on vehicle and volunteer/staffing availability. However, every effort is made to get you to your medical appointments.

Please note: Transport may not be available on days of extreme weather conditions, and Heat Health Alert days.

Bookings need to be made at least 24 hours in advance for local trips and three days for longer trips.



Sharing a Vehicle

To maximise services for everyone, it may be necessary to share a vehicle and some flexibility in pickup and return times may be required. Sometimes because of high demand there may be times when we simply don't have enough vehicles or workforce support. When this occurs, MTHCS may not be able to assist you with your booking. MTHCS apologises for the inconvenience and asks for your understanding in these circumstances.

Transport Service Times

Please ensure you notify staff at the time of making your transport booking if there are additional tasks you require as part of the transport service.

Volunteer drivers are not responsible for people's bookings. Please do not ask the volunteer driver for extra tasks as their time may be limited due to their next booking or a requirement of their time or vehicle access.

On a Friday there are regular shared shopping vehicles in Ouyen and Underbool. Access to this service is via My Aged Care or fee assessment for HACC services.

Transport Fees

There is a fee for the service dependent on km travelled. Transport fees are available on request and are based on covering the running costs of the vehicle. Transport costs will be invoiced and sent at the end of each month.

All bookings are to be made with Community Transport Coordinator on 0419 371 445

Should your trip be for medical reasons and is over 100km we encourage people to apply for VPTAS or DVA funding to contribute to the actual cost of the transport of their transport.



A huge acknowledgement to our team of volunteer drivers – without their support this program would not be able to deliver this program across the whole catchment!

Please help us to say thank you to our volunteers each and every day!

Contenance Support

Incontinence is any involuntary loss of urine or bowel motions. It does not have to mean total lack of control – it might only be at times, when urine dribbles or there is a bit of soiling or leaking. People with incontinence should not feel embarrassed or alone. It affects approximately 4.8 million Australians of all ages.

If you would like more information and locally based support or would like to schedule an

appointment ring the District Nurses on 5092 1111 or you can phone the National Contenance Helpline for advice.

Contenance Helpline 1800 33 00 66

The National Contenance Helpline is a free telephone advisory service staffed by a team of continence nurse advisors who provide information, education and advice to callers with bladder and or bowel problems which may include incontinence, constipation, failure of bladder to empty or who are caring for someone with such conditions.

The Helpline also provides information and advice to health professionals.

The Helpline is funded by the Australian Government Department of Health and available to anyone living in Australia. It operates 8am-8pm (AEST) Monday to Friday.

Allied Health Services

Occupational Therapy

Occupational Therapists (OTs) enable people of all ages to participate in activities of everyday life that are meaningful to them. OTs are client-centered, where they are skilled with working closely with individuals, families and the community, to enhance people's ability to engage in occupations.

These occupations include completing personal care, domestic activities, and community participation. OTs complete this by modifying the occupation, modifying the environment and enhancing people's skills and independence.

Ways that OTs complete this (but not limited to) include:

- Prescription of aids and equipment (including mobility scooters, wheelchairs, shower chairs, recliners, modified cutlery, toilet equipment)
- Walking aid prescription (including walking sticks and walking frames)
- Home modifications (including ramps, rails and level entry bathrooms)
- Health promotion and education
- Assisting people in managing chronic conditions
- Implementing falls prevention strategies

- Personal alarm prescription
- Cognitive Assessments

OTs can visit people in their own homes, acute care, permanent care, respite, and in the community. People of all ages and abilities can be assessed by an OT. By doing this, OTs assist people to maintain their safety and independence whilst completing activities that they need and want to do. The OT travels to homes within the catchment area. Please contact the OT if you have any questions or would like to make an appointment.

To contact an Occupational Therapist call (03) 5092 1111.

Podiatry

Podiatrists deal with the prevention, diagnosis, treatment and rehabilitation of the feet and lower limbs. Many conditions may be prevented by early diagnosis and intervention by a Podiatrist.

The podiatry service regularly has a waiting list for service given the high demand of the service.

To support the demand for podiatry services MTHCS has Foot Care Clinics for people who are unable to cut their own toe nails. These clinics are provided by Allied Health Assistants under the guidance of the Podiatrist. The Podiatrist will refer clients to this service.



Appointments for Podiatry services can be made by phoning 0427 946 272.

If we don't answer please leave us a message and we will return your call.

Physiotherapy

Physiotherapists assist people to recover following joint replacement, fall, injury, illness or support to manage their chronic health condition.

They work in partnership with patients to help maximise their independence and develop, maintain and restore maximum movement and functional, sporting and recreational abilities throughout life.

MTHCS has its very own hydrotherapy pool onsite at Ouyen which is used for rehabilitation and pain management programs with people under the direction of the physiotherapist.

Visiting Physiotherapists provide regular services in:

- Ouyen 50921111
- Murrayville 0448 522 703

Exercise Physiology

An Accredited Exercise Physiologist is a university qualified health professional who specialises in using exercise prescription to improve health and manage chronic conditions.

An Accredited Exercise Physiologist can help:

- Everyone 😊
- People with chronic conditions such as heart disease, diabetes, high blood pressure, high cholesterol, obesity, and other metabolic conditions
- Musculoskeletal conditions such as injury rehabilitation, pre and post-surgical (TKR, THR), osteoporosis, osteoarthritis
- Mental health- depression, anxiety, PTSD, OCD
- Other conditions such as hormonal imbalances – perimenopause, menopause, cancer and neurological conditions such as Parkinson’s disease, dementia and autism.



What do Accredited Exercise Physiologist do?

- Develop personalised exercise programs and utilise behaviour change models to help support the individual to improve or maintain health and wellbeing.

MTHCS has an exercise physiologist based in Ouyen all referrals through serviceaccess@mthcs.vic.gov.au

Exercise Groups

Groups meet weekly with the aim of social inclusion, cognitive and emotional wellbeing, improving strength, fitness and the prevention of falls.

An assessment is required prior to beginning any exercise programs.

Programs are available in:

- Ouyen
- Sea Lake
- Underbool
- Murrayville



For more information phone
(03) 5092 1111.

Falls

Contrary to popular belief, falls are *not* an inevitable part of ageing. If you've had one or more falls in the past 12 months, it's important that you see your doctor to find out why. The most common causes of falls are well-known and relate to things known as 'risk factors'. The more risk factors you have, the more likely you are to fall.

Common risk factors for falls among older people include:

- previous history of slips, trips or falls
- unsteadiness in walking, using an unsafe or incorrect walking aid
- feeling dizzy or giddy
- poor balance, muscle weakness, low levels of physical activity
- Foot problems or wearing unsafe shoes.
- Some medications or mixtures of medications.
- Some medical conditions (stroke, Parkinson's disease, arthritis, low blood pressure, diabetes, depression, dementia).
- Short term illnesses (the 'flu, diarrhoea, urinary tract infection).
- Changes in eyesight, cataracts, wearing unsuitable glasses.
- Being underweight or dehydrated.
- Needing to go to the toilet often or in a hurry.



- Loss of confidence, fear of falling, hazards at home or in the community.

The good news is that if you know which risk factors apply to you, and deal with as many as possible, you can greatly reduce your risk of falling. The health care team at MTHCS are here to help you stay safe and independent.

If you are concerned about falls, either for yourself or someone you care for, please contact the Allied health team on (03) 5092 1111.

Allied Health professionals are skilled in falls prevention and can visit you in your home to complete an assessment, provide you with information and advise and assist you with implementing strategies to decrease your risk of falls.

Mobility Scooters

Did you know?

- The maximum speed limit on a mobility scooter is 10 km per hour.
- Mobility scooters are designed to be used on footpaths. It is illegal to travel on a road if there is a safe and suitable footpath or nature strip. If there is no safe alternative, you may travel on the road, but you must travel facing the oncoming traffic.

For people who have difficulty walking, a mobility scooter or 'gopher' can be a great way to maintain independence but the increased popularity of these devices has led to a number of deaths and serious injuries among older people.

Riding a mobility scooter requires a combination of sight, strength, coordination, balance and concentration. VicRoads advise anyone considering the purchase of a mobility scooter to seek expert advice from an occupational therapist (OT).

The OT will assess your individual abilities and needs, assess your local environment, recommend features to ride safely and legally, and assist with education and training to increase your safety and confidence with using a mobility scooter.

The MTHCS OT has extensive information and resources on mobility scooters and is available for home visits and mobility scooter training across the catchment.

Contact the Occupational Therapy Department on 5092 1111 if you have any queries or would like to make an appointment.

MTHCS has scooter recharge points at:

- Murrayville Service Centre (PAG Room)
- Ouyen Service Centre (under PAG pergola area)
- Patchewollock Community Store
- Underbool Service Centre
- Sea Lake Service Centre (admin area)



Other MTHCS services

MTHCS also have 3 Neighbourhood Houses who provide a number of community based programs to support wellbeing and social inclusion.

These programs include:

- Carer Support
- Chatty Cafe
- Tuckerbag
- Craft groups
- Be connected – digital literacy

For more information on these programs call:

Sea Lake: (03) 5070 1448 Ouyen: (03) 5092 2557

Murrayville: [\(03\) 5095 2205](tel:0350952205)



Visiting Services

MTHCS provide a host environment for a number of health related services to support the delivery of care and services as close to home as possible.

Service	Where & when	How to make an appointment or referral
Chiropractor John Gooch	Ouyen Service Centre - Every 2nd week (Wednesday)	Ph: (03) 5021 3777 Mildura Ph: (03) 5092 1111 Ouyen
Diabetes Educator	Appointment through the Ouyen Medical Clinic	Ph: (03) 5092 1168
Dietician	Robinvale District Health & Service Telehealth available	Ph: (03) 5051 8160
Mental Health Service	Mildura Base Hospital Bendigo Health – Sea Lake	Ph (03) 5022 3500
Optometry Services	Royal Flying Doctor Service	Direct to RFDS
Mallee Border Health Centre	Nurse Practitioner - Murrayville and Underbool Weekly service at MTHCS sites. Physio and Speech Wednesday in Murrayville	0448 522 703
Rural Female GP Service RFDS	Mallee Track Medical Clinic Ouyen and Sea Lake	Ph: (03) 5092 1168
Country Hearing	Ouyen and Sea Lake	Ph: (03) 5022 7333
Tankard Dental	Ouyen Clinic – Monday to Thursday	Ph: (03) 5092 1121

Communicating with you

All of our consumers receive the Social Support Newsletter. In this newsletter we keep you up to date on programs and events, things that are going on, any updates to services and any changes as to how services are delivered to you. We love your input and feedback on the newsletter. If you have a suggestion or feedback please send them into a staff member who will ensure they get to the right spot!

Translation Support

Help is available to talk to My Aged Care in another language. You or a representative on your behalf (a family member or carer) can call the translating and interpreting service (TIS national) for the cost of a local call:

- Call TIS national on 131450
- Tell the operator the language you speak
- Ask the interpreter to call My Aged Care on 1800 200 422

You may need to wait on the time for the interpreter, or the operator may need to call you back when an interpreter is available.

When you are speaking with the interpreter, they will call My Aged Care for you and interpret your conversation.

Support for older Aboriginal and Torres Strait Islander people

Elder care support workers help older aboriginal and Torres Strait islander people make decisions about their aged care. They can help with assessments, accessing service working with providers to meet their needs and assisting with disability support.

To find where elder care support workers are based please go to NACCHO.org.au/aged-care/

Please ask MTHCS staff for support with this.

Support for hearing and vision impairment

If you are deaf, deafblind or hard of hearing you can assess My Aged Care with a sign language interpreter from Deaf Connect

You can also contact deaf connect:

SMS only: 0476 857 251 Face time: 0407647 591 call 1300 773 803 email;

interpreting@deafconnect.org.au or

Online deafconnect.org.au/services/interpreting#book-interpreter

More information on accessibility can be found on My Aged Care website

MTHCS staff will support you to access the services needed.

Service Agreement

All people receiving CHSP aged care services are required to have a Service Agreement in place, this agreement outlines the services you will receive, cost of that service plus other important information regarding the service that we are providing to you. Current CHSP consumers will receive an updated Agreement at the time of their next service review.

The Service Agreement outlines what we need to do when you want to cease the agreement and reasons why MTHCS would cease services.

Client Contributions

There are client contribution fees and charges for programs. Fees are dependent on requirements of the funding under which your services are provided. The fees for each service will be listed in your Service Agreement.

Should you have questions about fees or are having difficulties paying your fees please speak to a staff member or contact the Community Care Team Leader or Director of Community Services.

There is a separate Consumer fees information sheet in your welcome pack that explains more about your client contribution fees. MTHCS also has a fees procedure that you can request a copy of should you want further information on the client contribution fees we charge you each month. Depending on the service you can pay on the day or we will send you out a monthly invoice.

Care and Services Plan

After a referral is received for a service staff will complete an assessment and develop a Care and Services Plan with you prior to the commencement of services. The assessment allows staff to ensure MTHCS understands your care needs and develop a care plan with you.

Where possible this assessment will take place with you and your supporter at a mutually agreed time and location.

MTHCS aim to complete your assessment with you within 2 weeks of receiving your referral or request for service.

The assessment undertaken with you will be relevant to the service requested in your referral. Where possible MTHCS staff use documents that can be shared with others (given your consent) to save asking you the same questions each time staff see you.

If you decide to receive your services from someone else or decline the service offered this will not influence future access to services.

Sometimes staff may feel that additional supports may be needed. They will discuss this with you and may suggest we refer to other services.

During your assessment staff provide you with information on your rights and responsibilities, your privacy, how to provide us with comments and complaints and fees you may be charged.

From time to time our programs have a wait time for service to begin.

Services and Care Plans

The services and care plan identifies what your goals or care are what services we will deliver and ways that we will work together to achieve your goals.

If you receive a number of services and supports, staff will work with you so you only have one plan for all MTHCS services.

MTHCS aim to work in partnership with you and the other people who support you such as your registered supporter, family, friends, local community groups, your doctor and other health professionals.

During your Assessment MTHCS staff will talk to you about your Emergency Plan and Advance Care Planning. MTHCS are aware that while some customers' needs remain constant, others have needs that will vary. Staff need to be aware of this to deliver an appropriate service to you. MTHCS will develop a service Care and Services Plan that is tailored to your needs.

You and your carer/supporter can ask to develop or review your plan at any time. Your plan will be reviewed with you annually or as your circumstances change.

As your care needs change MTHCS will support you to work with other service areas and providers to deliver care to you.

Cancellations and Absences

By you

We ask you to cancel when you know that you don't need our service. If just for a day or something more permanent please let us know as soon as you know that you no longer need our supports.

If for any reason you are unable to attend your regular group or appointment or be home for a scheduled service, please inform us by ringing (03) 5092 1111

It is never too late to cancel your appointment. It may make someone else's day!

By MTHCS

From time to time we may need to cancel services – these will usually be due to workforce safety and shortages and in extreme weather conditions. We will give you as much information as possible when we know in advance we will also include these arrangements in your Care Plan

Waiting Lists

Waiting lists for programs and services are kept as the need arises. People on our waiting lists will be offered a service based on the urgency of their care needs. Waiting lists are constantly updated and reviewed.

Allied Health Services are often in high demand. MTHCS has a prioritising system based on complex health needs rather than length of time on waitlists. If you have any questions please ask Allied Health Staff for more information on waitlist times.

We try to source locum staff to help us keep our wait lists under control so you may not always be seen by the same staff member. We will tell you if your regular staff member is not available and who will deliver the service if changes are made.

Standards of Care

MTHCS Commonwealth Home Support Program Services are committed to providing high quality care that meets the Strengthened Aged Care Standards. The quality standards support person centred, rights-based approach to aged care.

There are 7 Quality Standards which support quality care that is centred on the older person and their rights and choices. Each standard focuses on a different part of overall care to define what good care looks like.

1. The person
2. The organisation
3. Care and services
4. The environment
5. Clinical care
6. Food and nutrition
7. The residential community



We love receiving feedback from you to help us to continuously improve the care we deliver.

Aged Care Code of Conduct

When staff work with you they are required to behave in a manner that meets the Aged Care code of conduct. Following the Code makes sure that services are safe, respectful and support the health and wellbeing of older people.

The Code has 8 'elements' that set out the required behaviours from people delivering funded aged care services.

1. Act with respect for people's rights to freedom of expression, self-determination and decision-making.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, support and services safely and competently.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, support and services.
7. Provide care, support and services free from violence, discrimination, exploitation, neglect, abuse and sexual misconduct.
8. Take all reasonable steps to prevent and respond to violence, discrimination, exploitation, neglect, abuse and sexual misconduct.

You can find more information about the Code at the [Aged Care Quality and Safety Commission website](#).

Should you feel that a staff member is not behaving in a way that meets the code of conduct please let us know and we will support that staff member.

MTHCS Financial Position

MTHCS is one of seven Multi- Purpose Services established under Part 4A of the Health Services Act. Each year MTHCS tables a report of operations which outlines our financial position. You can find the latest copy of our annual report he outline our financial position on the website www.mthcs.com.au

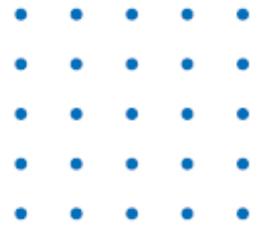
Complaints and Feedback

Your feedback helps us to improve our service. Please do not hesitate to provide feedback on any aspect of the service you receive or would like to receive.

Need some help to make a complaint – you could ask an Advocate to help you!

An advocate is a person you feel comfortable with, who can speak on your behalf. The role of an advocate is to represent your rights regarding your care and provision of services. An advocate could be your carer, family member, neighbour, or professional worker e.g. your care manager.

There are external providers that are able to provide you with advocacy support;
- the older persons advocacy network (OPAN) is a free confidential and independent service supporting people receiving or applying for government-funded aged care. An OPAN advocate can help you raise and address any aged care issues and understand your aged care rights. Call the Aged Care Advocacy Line on 1800 700 600 or visit opan.org.au



**TELL US
HOW YOU FEEL**

**WE'RE ALWAYS
HAPPY
TO HEAR FROM YOU**



If you have questions, genuine concerns regarding MTHCS services, or you might just want to say thanks. We encourage you to get in touch, we're here to help you!

Call us on (613) 5092 1111 and speak to any staff member. They will in turn pass your feedback on to the relevant team executive.

Or you can email quality@mthcs.vic.gov.au and leave us a message. When you leave your feedback we will be notified and be able to respond, say thank you and explain what we are doing to improve the experience for everybody.



**FOR MORE INFORMATION GO TO:
[MTHCS.COM.AU/CONTACT/CONSUMER-FEEDBACK](https://mthcs.com.au/contact/consumer-feedback)**

MTHCS has a whistleblower policy in place to protect people should they make a complaint.

Whistle blower rights

Every older person, their families and carers, and aged care workers should feel safe to make complaints about the delivery of government-funded aged care services without fear of being punished or treated unfairly.

Under the Aged Care Act 2024 (the Act), you are better protected to speak up - expanded whistleblower protections give you stronger safeguards if you speak up about poor practices or misconduct

Any person who makes a complaint is covered by whistle blower protections and anti-victimisation provisions within the Act. There are multiple avenues for people to make whistle blower disclosures and they may do so anonymously.

The aged care worker and older person can also raise complaints directly to the Aged Care Quality and Safety Commission (ACQSC).

If you have concerns about the aged care you are receiving, you can:

- Talk direct to MTHCS staff and management, in the first instance.
- Contact My Aged Care to discuss concerns and raise a complaint if needed on 1800 200 422 or write to: My Aged Care Complaints, PO Box 1237 Runaway Bay QLD 4216
- Speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns; or
- Contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit the website at www.agedcarequality.gov.au

Protection of your personal information

Mallee Track Health and Community Service is committed to protecting your privacy. We are required by law to protect all your personal and confidential information such as information relating to your health and other personal details. We comply with all Victorian legislation relating to confidentiality and privacy, including, where relevant, the Health Services Act 1988 (Vic), the Health Records Act 2001 (Vic) and the Privacy and Data Protection Act 2014, and in accordance with guidelines issued by the Health Complaints Commissioner.

Should you want further information on privacy please ask a staff member for our Privacy procedure or you can find it on our website www.mthcs.com.au

AGED CARE RIGHTS

Here at MTHCS we have developed Rights based Care posters to help our staff and consumers understand what rights based care looks like and feels like.

MTHCS
Mallee Track Health and Community Service

Aged & Healthcare Rights Charter

Access

Aged & Healthcare services assess my needs to find out what treatment and services I need.

If you or a loved one have complex health issues or need aged care services, we can help you navigate the system.

- Urgent Care Centre**
Mallee Track can be the first port of call for advice and navigation.
- Community Services**
Talk to any Mallee Track staff member about the assistance you might need. We can assess your needs and recommend services and supports.
- Virtual Care**
Have your appointment with your GP or specialist over the phone or via the internet.
- Aged Care**
Mallee Track staff will help me stay connected to the things that are important to me.
- Acute and Sub-Acute Hospital Care**
Safe and appropriate care can be provided locally.
- Mallee Track at Home**
Receive help with personal care, getting to appointments or out and about, or accessing healthy meals.
- Residential Aged Care**
Enjoy support living in our Mallee Track facilities either for respite or permanently. Our staff will support you with end of life care.

For more information you can contact us on (03) 5092 1111 or go to mthcs.com.au/contact/consumer-feedback



Aged & Healthcare Rights Charter

Information

All Services

I will be provided with information about services, including how long I will wait for the service and how much it might cost.



I want to understand the risks and benefits of any tests or treatments proposed.

All Services

I expect to see my personal records when I ask to see them.



All Services

I can ask for help to find information about my health d& aged care services and also help to understand that information.

All Services

Staff will tell me as soon as possible, if something has gone wrong, why it went wrong and what they are going to do to prevent it from happening again. Staff will apologise.

All Services

I trust that my records are only accessed by staff looking after me.



Privacy

Staff keep my information private.

Give Feedback

I want to give feedback about my care immediately without worrying that I will be treated differently because I have done so.

All Services

I want my concerns investigated and I want feedback as soon as possible.



All Services

My feedback will be used to improve the care being provided.



For more information you can contact us on (03) 5092 1111 or go to mthcs.com.au/contact/consumer-feedback



Aged & Healthcare Rights Charter

All Services

The environment is safe and I feel safe from violence, abuse and neglect.



Safety

The care I receive is high quality and safe and I am treated with dignity and respect.

Respect

I am seen as a person and am respected. My personal privacy is respected.

All Services

My decisions and choices are respected and my culture, identity and beliefs are recognised and respected.



All Services

I feel comfortable to ask questions and expect to get the level of information that I want and not be rushed.



Partnership

Ask questions, make decisions about my aged & healthcare provider and feel like I have control.

Independence

I can choose how I live, even if there is some personal risk.

All Services

I feel comfortable making decisions WITH Mallee Track staff and not have them make decisions for me (if that is what I want to do).



All Services

My family, friends or other support people can be involved in planning my aged & health care and help me make decisions.



For more information you can contact us on (03) 5092 1111 or go to mthcs.com.au/contact/consumer-feedback

Getting in contact with us:

Ouyen	
All services	5092 1111
Mallee Track Medical Clinic	5092 1168
Neighbourhood House	5092 1709
Pattinson House	5092 2559
Underbool	
All services	5092 1111
Sea Lake	
Reception	5070 2155
Medical Clinic	5070 2118
Neighbourhood House	5070 1448
Murrayville	
Neighbourhood House	5095 2205
All Services	50921111

Acknowledgement of Funding

MTHCS aged care services are funded by the Australian Government Department of Health, Disability and Ageing.

Although funding for MTHCS been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



The Home and Community Care program for young people and Neighbourhood House programs are supported by the Victorian Government.