



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)
- 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.

Support at Home has replaced Aged Care Packages

MTHCS is not a provider of Support at Home. However if you are on a package MTHCS is an Associated Provider with: - Uniting Age Well - Bendigo Health - Regis Care -

If you are with one of these providers MTHCS can continue to deliver your service within the package if that's what you want.

The new Act introduced a number of new requirements:

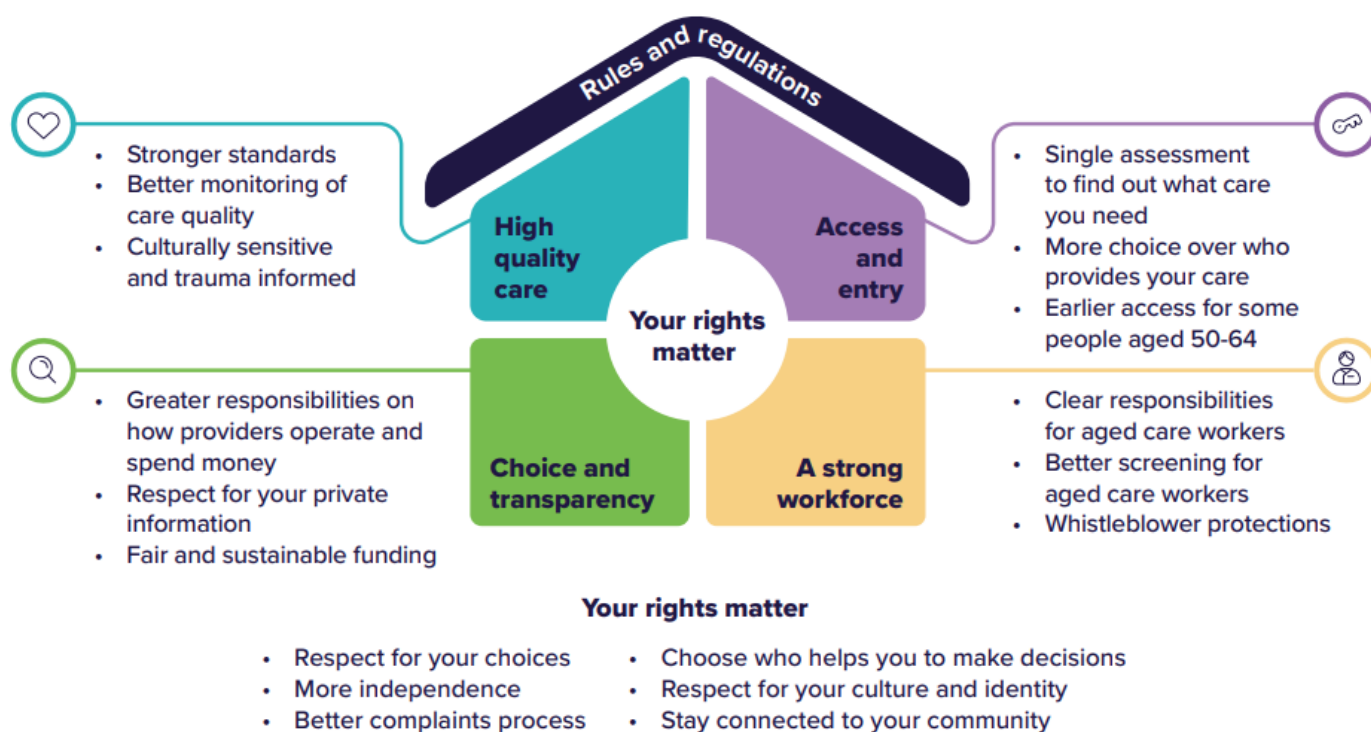
- All aged care clients (over 65) require a **My Aged Care Assessment**. If you are over 65 and wanting to receive funded Aged Care Services you need to contact My Aged Care on 1800 200 422 or go to www.myagedcare.gov.au to request an assessment.
- **NEW Statement of Rights**, which outlines the rights 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 through a secure portal – we will be in touch once we receive the referral.

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@methcs.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.

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

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.

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.

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	2 nd & 4 th 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.

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.

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.

There are regular shared shopping vehicles in Ouyen, Murrayville 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!

VPTAS

VPTAS helps people in **regional or rural Victoria** get some money back when they have to travel a long way to see a **specialist**.

What you can get back

- **Car travel** — You get **21 cents per kilometre** to help with fuel.
- **Flights** — If your trip is really long (usually over 350 km one way), economy flights can be reimbursed.
- **Accommodation** — You can get up to **\$49.50 per night** back for eligible places.

Who can use it

You're generally good to go if:

- You **live in regional/rural Victoria**
- You're a **Victorian resident**
- A **GP or specialist** has referred you to another specialist
- You travel **100 km or more one way**, or **500 km in a week**
- You're going to the **closest suitable specialist**

How to apply

1. **Grab a form** — Ask for a form when you book your transport, or the VPTAS website.
2. **Get your specialist to fill their bit in** — they confirm the treatment.
3. **Send your form to VPTAS** – don't forget to include invoice or receipts
4. **Get paid** — money goes straight into your bank account.

Continence 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 Continence Helpline for advice.

Continence Helpline 1800 33 00 66

The National Continence 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.

Dietitian

Dietitians translate nutrition science into practical advice to help clients understand the relationships between food and health. This is completed through nutrition assessments and tailored interventions that empower individuals to make informed choices, which enable sustainable lifestyle changes to optimise health outcomes.

Dietitians provide patient-centred care by delivering expert dietary advice to optimise adequate nutrition and hydration, resulting in good quality of life and overall health. MTHCS Dietitians service acute care, permanent care, respite, community, and can visit clients in their own home. MTHCS Dietitians are on-site at Ouyen and Sea Lake, but also cover the surrounding catchment areas.

MTHCS Dietitians can be referred for (but not limited to):

- Reduced oral intake or poor appetite resulting in unintentional weight loss.

- Chronic health conditions such as diabetes, high cholesterol, kidney disease and cancer.
- Food allergies or intolerances.
- Chronic pressure-injuries or wounds.
- Vitamin or mineral deficiencies.
- Gastrointestinal disorders i.e., IBS or stoma education.
- Healthy eating at all life stages.
- Oral nutrition support and artificial feeding.

To contact a Dietitian, please 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

Speech Therapy

MTHCS work in partnership with Sunraysia Community Health and Robinvale District Health Services to deliver speech therapy services on a regular basis.

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



Neighbourhood Houses
The Heart of Our Community

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

At Mallee Track Health and Community Service, we understand that travelling long distances for specialist appointments can be challenging. That's why we are excited to promote our Telehealth Support Service, now available at MTHCS Ouyen and Sea Lake, offering a convenient, local alternative to in-person specialist visits that often require hours of travel.

A secure, high-quality video consultation experience, allowing patients to connect with specialists from metropolitan and regional health services. Telehealth Support enables people who have a pre-booked telehealth appointment to utilise equipment and personnel provided by MTHCS, so call our service centres at Ouyen on (03) 5092 1111 or Sea Lake on (03) 5070 2155.



TELEHEALTH SUPPORT SERVICES



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 access 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.

EMERGENCY PLANNING - WHAT YOU CAN DO!

DEVELOP A PERSONAL EMERGENCY PLAN

The CFA are urging Victorians to be prepared for the Summer. People are encouraged to develop a personal emergency plan, keep up to date with Fire danger ratings and warnings on the Vic Emergency Website and Vic Emergency App.



Red Cross and CFA have developed a Bushfire Survival Plan to assist people who may need additional support to prepare to leave their homes early on fire risk days.

Do you need help leaving early?

If you live in a high-risk bushfire area, then on a Extreme or Catastrophic rated day your only safe option could be to leave early – especially if you're frail or elderly, have a physical disability, or have problems thinking clearly or acting quickly under stress. If this sounds like you, then ask your family, friends or neighbours to help you plan how to leave early, using a copy of the Red Cross Bushfires: preparing to leave early plan or enquire about the Vulnerable Persons Register.

MTHCS has copies of the plan available for community members. The Red Cross 'Bushfires: Preparing to leave early' plan will help you make decisions about when you will leave, where you will go, how you will get there, and when you will return.

Discuss the ideas in the plan with family, friends, neighbours and anyone else in your network. If you need help filling out the plan, ask one of these people or anyone who can assist, such as a carer. The plan can be printed and filled out by hand, or filled out directly from your computer. Personal emergency plans can also be completed online using the fireplanner.vic.gov.au



Simple questions to create your plan:

- Step 1 - Select your fire district. Start your plan by selecting which fire district you live in.
- Step 2 - Who will you protect? Your plan will change based on your household and family.
- Step 3 - Where will you go? Know where you will evacuate to and how you will get there.
- Step 4 - When will you leave? Decide what your trigger is to leave, the safest option is to leave early.
- Step 5 - What will you take? Know what's important to you to take when you leave.

VULNERABLE PERSONS REGISTER (VPR)

If you or someone you know is frail, and/or physically or cognitively impaired and unable to comprehend warnings and directions in an emergency situation, the Vulnerable Persons Register should be considered.

The Vulnerable Persons Register (VPR) is a local list of people who may need consideration in an emergency. The Vulnerable Persons Register (VPR) is maintained by agencies that provide personal care, support and case management services to people living in the community in partnership with Council.

Being listed on the Vulnerable Persons Register does not guarantee assistance in an emergency.

Emergency management planning is important and it is an individual's responsibility to have a plan and be prepared for an emergency

What type of event will activate the VPR?

A fire, flood, storm, heatwave, earthquake, explosion, terrorist act, accident, epidemic or warlike action which:

- Endangers, or threatens to endanger, the safety or health of persons or animals
- Destroys or damages, or threatens to destroy or damage, property
- That may require a significant and coordinated response.

Please talk to Pennie Wisneske should you think this is something you would like to know more about call Ph: 5092 1111



Emergency Plus App

This application is used to contact Triple Zero (000) quickly, and allows the user to accurately communicate their location to emergency call-takers. This application is free to download on any smart device and has been developed nationwide by the Australian



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.

Registering a Supporter in My Aged Care

Do you have a registered supporter? You might want another person, or a range of other people, to support you to understand information, consider your options and communicate your decision. These people are called 'supporters'

Under the new Aged Care Act a Registered Supporter is a trusted person—such as a family member or friend—appointed to help an older person make and communicate decisions.

Maybe you might like someone there just to listen and help if anything doesn't make sense.

Registered supporters are not decision-makers, but rather people who help enhance the older person's voice



A registered support can:

Communicate your wishes to My Aged care, assessors, aged care providers and other organisations

Support you to make decisions about aged care assessments, referrals and services and everyday decisions about your aged care

Request access and receive information about you.

If you would like to register a supporter, you can contact My Aged Care, complete the Registration of a Supporter form online, via a printed copy, or

via your My Aged Care Online Account.

MTHCS Staff are happy to help you along the way and support you to access a printed copy of the registration form. However, under the Age Care Act supporters have a duty to declare and avoid or manage conflicts of interest. This generally excludes the MTHCS aged care workforce from registering as a supporter for an older person they deliver services to. There are exceptions for family members however staff would need to complete MTHCS conflict of interest processes. It can happen there are some transparency processes that we need to follow.

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 whistle blower 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.mfhcs.com.au

ADVANCE CARE PLANNING

WHAT YOU NEED TO KNOW

1 WHAT IS AN ADVANCE CARE PLAN (ACP)?

An Advance Care Plan (ACP) is a formal document that outlines what is important to you in regards to your future care.

2 WHY DO I NEED AN ADVANCE CARE PLAN?

At some point in the future, you may be unable to make decisions about your health care, even temporarily. This might be due to an accident, dementia, a stroke or a mental illness. You might have firm ideas about how you want to live the rest of your life.

In a crisis your loved ones may find it difficult to decide what treatment is best for you. An ACP allows you to give direction, and make your wishes and beliefs known, so that everyone (health professionals and loved ones) can give you the treatment and care that YOU would want.

3 WHAT INFORMATION GOES ON AN ADVANCE CARE PLAN?

- List of CURRENT health problems
- The most important aspects of your life
- Your greatest concerns about your future
- Other values eg. spiritual or religious values, music, family, nature, preference of care place, treatment types
- Who you would like involved in health related discussions and or health decision making
- What treatment(s) you would like if you were nearing death
- What treatment(s) you would NOT like if you were nearing death

ADVANCE CARE PLANNING - WHAT YOU NEED TO KNOW

4 WHO NEEDS AN ADVANCE CARE PLAN?

Anyone over the age of 18 can legally complete an ACP. If you are over the age of 65 OR are frequently accessing health care, we strongly recommend considering and completing an ACP.

It is important to consider and document your values when you are well and able to think clearly, rather than waiting until a crisis point.

5 HOW DO I PREPARE TO MAKE AN ADVANCE CARE PLAN?

- **Think about you** - your views, wishes and preferences. What quality of life would, and would not, be acceptable for you?
- **Talk to your family and friends**—get the conversation going. It is important that the people closest to you understand your health related preferences. Some conversation starters are available on the next page.
- **Talk to your doctor or nurse**— Your doctor or nurse will have access to your medical history and can help you understand how a particular illness may affect you. They can discuss treatment options and the effects of those treatments.

6 HOW DO I MAKE IT OFFICIAL?

Once you are ready, download an Advance Care Plan form online OR collect one from the MTHCS GP clinic or Admin Desk.

Forms available from the following website:

<https://www.health.vic.gov.au/advance-care-planning/forms#advance-care-directive-for-adults>

Sit down and complete the form as best you can.

Book a Doctor's appointment.

Discuss your plan with your Doctor. Once all parties are happy, you, the Doctor and a registered witness will sign the form.

7 WHAT HAPPENS NOW?

Put your plan in a safe place. Provide a copy to your Doctor(s) and important family members. If able, upload a copy to your My Health Record. Bring a copy any time you are admitted to hospital or are planning surgery. You can change your ACP at any time. Chat to your Doctor or Nurse about this.

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.



The poster is titled "Aged & Healthcare Rights Charter" and features the MTHCS logo. It lists seven rights of aged and healthcare services, each with a description and a representative image.

MTHCS
Mallee Track Health and Community Service

Aged & Healthcare Rights Charter

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

All Services

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



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

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