



We help you stay well,
independent and connected
in your community.



My Aged Care

Referrals to Merri Health for people aged 65 and over (50 years for Aboriginal and Torres Strait Islander people), go through My Aged Care. You can refer directly to My Aged Care.



1800 200 422

Monday to Friday 8am – 8pm
Saturday 10am -2pm



Visit www.myagedcare.gov.au

If you would like Merri Health to provide the service, let My Aged Care know we are your 'preferred provider'.

Make a referral

If your doctor would like to refer you to our aged care services, we can help.



Service Access 1300 637 744 – press 3



Send a referral with all client details to Service.Access@merrhealth.org.au

More information

Our website has the latest information about our services, our events calendar and news. Visit merrhealth.org.au

Quick contacts

All services
1300 637 744 (MERRI H)

Carer Gateway
1800 422 737

My Aged Care*
1800 200 422

Feedback
03 9389 2234

We have many sites across Victoria. Visit merrhealth.org.au for site details and contact numbers.

* My Aged Care is the first point of contact for aged care services.

Contact

Merri Health
Registered Office:

Wurundjeri Woi Wurrung
11 Glenlyon Road Brunswick VIC 3056

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MerriHealth Aged care Services

Approved Home Care Package provider



Home Care Package

A Home Care Package is a flexible approach to home care. Our Care Advisors work in partnership with individuals and families to put in place services they need to stay living in their homes and communities.

Packages are tailored so that you can meet your personal independence goals. We can support with:

- > Service coordination
- > Personal care assistance, including showering and dressing
- > Gardening and home maintenance
- > Allied health services
- > Nursing support
- > Personal alarm support
- > In-home respite
- > Transport assistance
- > Support to access social and recreational activities

Whether you require a little bit of support or a lot, a home care package can assist you live life to the fullest, whatever that means to you.

Fees

You may be asked to pay an income tested fee. The Department of Human Services (Centrelink) works out the fee based on your financial information. The amount you pay will depend on your income assessment, there are annual and lifetime limits in place. We do not charge a basic daily fee or an exit fee.

How do I access a Home Care Package?

To be eligible for a Home Care Package you must be an older person who requires support to remain living at home. You must be assessed by the Aged Care Assessment Team (ACAS), the assessment is free and conducted in your own home.

To request an assessment, please phone My Aged Care on 1800 200 422, or your doctor or health professional can refer you. Alternatively, you can call 1300 637 744 and we can assist you through this process.

Social groups

Our social groups are known as Social Support Programs. They help older people to stay healthy, active and enjoying a range of activities which meet their interests. Clients are supported to stay connected and living in the community for as long as possible.

Activities are run at our sites and also in different community settings. They include a garden program, arts and crafts, multicultural groups, special memory programs and social outings. These are tailored to people's needs, interests and culture. These activities are focussed on clients' goals and enhance emotional wellbeing, social connection and building or maintaining skills.

Charter of Aged Care Rights

All aged care clients and/or their authorised person will be provided a copy, and given a reasonable opportunity to sign it. The reason we ask that you sign the Charter is to acknowledge you have received and understand it. If you choose to not sign it, you can still commence or continue to receive care and services.






Merri Health

Healthcare that moves with you

Merri Health creates healthy, connected communities through local health services for people at every age and stage of life.

We know that at different times, your health needs change. That's why we support you throughout life, with services spanning from children's health to aged care.

- ◀  Aged Care
- ◀  Carer Support
- ◀  Child and Family
- ◀  Chronic Conditions
- ◀  Dental
- ◀  Disability
- ◀  Health and Wellness
- ◀  Mental Health
- ◀  Young Adults



Carer Gateway

Do you care for a family member or friend with disability, mental illness, health or age issues?

Does it impact your wellbeing, ability to work, study or socialise?

Contact Carer Gateway for free support groups, respite, counselling, tailored support packages, coaching, information and more.

Phone **1800 422 737** Monday to Friday or visit www.carergateway.gov.au

Merri Health leads the delivery of Carer Gateway in Victoria.

Healthcare that moves with you

Health services

Community nursing

Help with a health assessment, information, support and referral to other services. Some assessments are completed in the community.

Dietetics

This service can provide healthy eating and nutritional advice for people with a diet-related health problem. We can help you with issues such as being over and underweight, chronic disease, high cholesterol, cancer, allergy and other issues.

Diversional Therapy

Diversional Therapy works with people who may be experiencing social isolation or loneliness, and addresses the 5 key wellbeing areas of social/emotional, sensory, cognitive, physical, cultural/spiritual which may impact health and wellbeing.

Exercise physiology

An exercise physiologist supports you to stay active to better maintain your health or manage your disease. We can provide exercise assessment and provide recommendations tailored for you. We can also help you learn how to exercise safely in settings such as local leisure centres and gyms.

Occupational therapy

Occupational therapists help you gain independence with managing your daily activities. They will visit you at home to assess your mobility and comfort and provide guidance on how to make adjustments to help you feel safe and prevent falls. This may include discussing different ways of doing tasks, assistive equipment or modifying the environment to meet your needs.

Physiotherapy

Physiotherapy can help with movement, injuries and/or pain conditions. We can provide home-based exercise programs or may recommend water exercises, gentle gym classes and chair-based classes. A physiotherapist can visit you at home, if needed.

Podiatry

Podiatrists can help prevent and treat foot, ankle and lower leg problems. They can provide information on how to avoid problems and advise on foot care and footwear. A podiatrist can visit you at home, if needed.

Speech pathology

This service can help with communication and swallowing problems. We can provide you with assistance to improve your communication, and help you eat and drink safely. A speech pathologist can visit you at home, if needed.

Rapid reablement

Support to keep you moving. Return to doing the things you enjoy the most, with this intensive, goal-based therapy. Support is provided in your home or at our sites across the northern metropolitan region, over 6-8 weeks.

Living Well, Ageing Well

Living Well, Ageing Well supports Commonwealth Home Support Program and Home and Community Care eligible community members aged 40-64yrs to access both community based and internal programs and services that strengthens social connectedness and well being with a focus on inclusive engagement, co-design, community based groups, participation and education.

Stepped Care for Older Adults

Stepped Care for Older Adults is a mental health support program for adults 65+ (50+ for Aboriginal and Torres Strait Islander peoples).

It is a free and confidential service that provides professional mental health support to older adults with mild to moderate mental illness or at risk of developing a mental illness due to social isolation, loneliness or life stressors.

Memory loss and dementia support

Supporting you in your home or at one of our sites, this can include:

- > support to understand changes to your memory
- > help to stay active and prevent falls
- > adapting your daily activities or environment
- > practical strategies to manage changed behaviours
- > practical and emotional support to a person living with dementia and their carer/family
- > continence advice, information, and funding application support for appropriate aids

You will have access to occupational therapy, physiotherapy, exercise physiology, nursing, social work, speech pathology and dietetics. We also have a Medicare funded geriatrician.

Other services

Services below do not need a My Aged Care referral.

Keeping active

Stay independent and make healthy lifestyle choices with short-term exercise and education groups.

Exercise groups

Join in group water exercises, gym groups, chair aerobics and many more.

Education groups

Join living well with diabetes and falls prevention groups.

Walking groups

Walking groups cater for all abilities and interests. You are encouraged to walk at your own pace. Groups meet and walk in and around Moreland.

Healthy Eating and Lifestyle group

The Healthy Eating and Lifestyle group known as HEAL™, is a lifestyle education program. The eight-week program teaches and supports you to develop healthy eating and physical activity behaviours.

Well @ Home

A dedicated team providing home based and site based services for people who are on a Home Care Package. This includes Physiotherapy, Occupational Therapy, Podiatry, Dietetics, Exercise Physiology and Nursing. Fast access to our program and support tailored to your level of need.

Costs

Our services are either free or require a small fee to provide ongoing support for you. To find out whether there is a fee, visit our website www.merrihealth.org.au and search for 'fees' or call **1300 637 744**.

Merri Health is an inclusive service provider. We are committed to providing safe and high quality services that respect the needs, wants and aspirations of all people.

