



MHA CARE

Your home + personal care made easy

JULY / AUGUST
2025

CLIENT NEWSLETTER



Mission, Vision & Values

Vision:

Quality community and home based services to the aged, frail and disabled through innovation, partnership, growth and leadership.

Mission:

MHA Care will deliver innovative and effective Client Centred Care to the aged, frail and disabled based upon best practice standards and underpinned by a culture of continuous improvement.

Values:

Compassion, accountability, responsiveness, transparency and sustainability.

Important Update: Banking & Client Management System

We'd like to inform our clients that our Bendigo Bank account is now closed, and NAB (National Australia Bank) is now our preferred banking institution.

You will see updated payment details on your July 2025 invoices, so please take a moment to check and update your records to avoid any disruptions.

We're also excited to share that our new client management system is now live! This system allows our team to roster services more efficiently and is designed to enhance your overall experience with us.

As with any new technology, there have been a few hiccups along the way—we sincerely appreciate your patience and understanding as we iron these out. Our team remains committed to delivering the highest quality of care and ensuring that your services continue smoothly.

If you have any questions about these changes, please don't hesitate to contact our office on 03 5742 1111.

Thank you for being part of the MHA Care community.

OFFICE HOURS

Monday – Friday
8.30am – 4.30pm
Saturday and Sunday
Closed

PUBLIC HOLIDAYS

Please note that MHA Care only offer essential personal care services on a Public Holiday. If you have a non-essential service due on a public holiday, this service will be cancelled, you will NOT receive a call from MHA to reschedule.



www.mhacare.org.au



(03) 5742 1111



We Value Your Feedback

At MHA Care, we are always looking for ways to improve the services we provide. As a valued client, your feedback is important to us. It helps us understand what we're doing well and where we can make improvements to better meet your needs. If you'd like to "Tell us what you think", please get in touch with us:

📞 Call us on (03) 5742 1111

Your input plays a vital role in helping us deliver the best possible care and support.

Service Cancellations – Important Reminder

We kindly remind all clients that a minimum of 24 hours' notice is required when cancelling a scheduled service. If sufficient notice is not provided, the full service fee may be charged.

🔔 After Hours Notice:

Please note that MHA Care does not have an after-hours contact number.

However, you can still notify us by calling (03) 5742 1111 and leaving a voicemail. The system records the time your message is received, and if the required notice period has been met, you will not be charged for the cancelled service.

We appreciate your understanding and cooperation in helping us manage services efficiently for all our clients.

Thought for the Day

"It does not matter how slowly you go, as long as you do not stop."

— Confucius

MHA Care Contacts

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Frequently Asked Questions (FAQs)

💬 Why have the costs of services increased?

Each financial year, MHA Care reviews and adjusts service fees to maintain the quality of care and align pricing with government program guidelines. We understand that price increases can be challenging and want to assure you this decision is not taken lightly.

📅 When is the new Aged Care Act commencing?

The new Aged Care Act is now set to commence on 1st November 2025. It will focus on strengthening the rights of older people and improving how services are delivered—making the system safer, fairer, and more respectful. As part of this reform:

- The Home Care Package program will transition to the Support at Home program.
- Aged care fees will change, including how much you and the government contribute, and how those contributions are calculated.

Until the new system starts, your current care and services will remain the same.

If you have any questions, please reach out to your Care Manager.

📞 What do I do if I'm not happy with a service?

At MHA Care, we welcome your feedback.

If you're not satisfied with any part of your service, please call us on (03) 5742 1111. We will listen, document your concerns, and follow up to ensure the matter is addressed.

Join the Fun with MHA Care's Activity Groups!

MHA Care runs friendly and inclusive activity groups in Yarrawonga, Cobram, and Nathalia – and you're invited!

The most important part? Social connection, fun, and lots of laughter!

Come along, meet new people, and enjoy a variety of enjoyable activities.

🚗 Out & About:

- Water-based exercise programs in heated pools
- Shopping trips and day outings
- Morning Melodies and movie days
- Lunch in neighbouring towns
- Mystery day tours
- Combined outings with other activity groups

🏠 Centre-Based Activities:

- Morning tea and lunch
- Chair-based exercises
- Craft and creative projects
- Cooking sessions
- Word games and board games
- Dress-up theme days
- Information technology
- Guest speakers and more!

Whether you're looking to stay active, learn something new, or simply enjoy great company—there's something for everyone.

For more information or to join, contact MHA Care on (03) 5742 1111.

