



MHA CARE

Your home + personal care made easy

SEPTEMBER /
OCTOBER 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.

Did you know?

The average person will walk about 100,000 kilometers in their lifetime – that's more than twice around the Earth's equator! 🌍📏



www.mhacare.org.au



(03) 5742 1111

Aged Care Act commencing 1st November

Some of the key changes you should know about include:

- A new Statement of Rights to explain what you can expect when using government-funded aged care.
- Stronger Quality Standards to make sure your care is safe, high-quality, and tailored to your needs. You'll be more involved in planning your care.
- More protection when speaking up – if you report poor care or raise a concern, you'll be protected from unfair treatment.
- The right to have someone support you during care conversations or decisions will be formally recognised.
- A new independent Complaints Commissioner will make sure complaints are handled clearly and quickly.
- A new Support at Home Program replacing the current Home Care package program
- A new funding model will be introduced for Support at Home. Some people may be asked to contribute money toward non-clinical care, based on their financial means. There will also be hardship measures, and a rule to make sure those who were in the system before 12 September 2024 are “no worse off”.

Just a friendly note

Our Care workers will take a few minutes to read through your care plan before starting each service. This helps ensure they're fully up to date and able to meet all your needs with care and attention.

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.



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

"Kindness is a language which the deaf can hear and the blind can see." – Mark Twain

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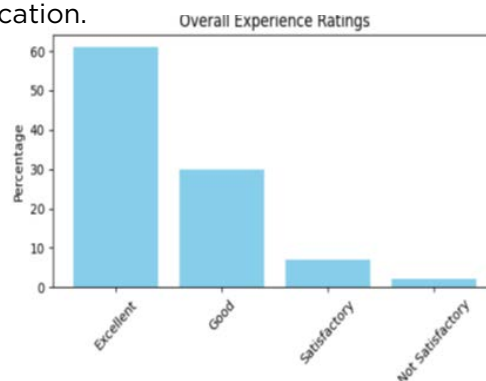
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Survey Results

In June, we conducted our annual Customer Survey with a selection of Home Care Package and CHSP/HACC-PYP clients.

The purpose was to gather feedback and assess client satisfaction with the services and support provided by MHA Care. The insights gained will help us identify opportunities for improvement.

Overall, the feedback was highly positive with many clients' expressing satisfaction and appreciation for the service, including strong relationships with care workers and Care Managers, support and professionalism. Most clients knew how to lodge a complaint, these were minimal and mostly related to staff inconsistency, scheduling and communication.



Updated Equipment & Product List Now Available

We're pleased to share that our equipment and product list has been refreshed to better support the incredible work our care team does every day.

Please scan the QR code to access the updated version. This revision is part of our ongoing commitment to safety and efficiency, especially for our carers who may clean more than five homes in a single day. By ensuring our tools and products are fit for purpose, we're helping to reduce fatigue, prevent injury, and maintain the high standards of care our clients deserve.

Let's continue to work together to support our wonderful carers, your dedication makes all the difference.



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