



Murray Mallee
AGED CARE GROUP

Home Based Care Services

Through the Support at Home Program

Previously Home Care Packages





About Us

Born from a spirit of community advocacy in 1994, Murray Mallee Aged Care Group (MMACG) continues to provide in-home services, social support and a retirement living community in the rural and remote regions of the Murray Mallee, Mid-Murray, Riverland, Adelaide Hills and Southern Fleurieu Peninsula.

We proudly offer home care services to seniors with Classification 1 to 8 under the Support at Home (SAH) program. In addition, we help maintain independence to those with Level 1 to 4 Home Care Packages (HCPs). No matter where you are in your journey, MMACG remains committed to providing care that helps you live well.

Our Values

Our compassionate team are driven by four values that guide us to achieve our high standard of care for you.

Engaging

We will work together

Genuine

We will tell the truth

Reliable

We will do what we say

Kind

We will care and support each other

Comments & Feedback

We have an open-door policy with comments and feedback. Participants can submit feedback anonymously at reception, online or by calling us.

Interpreter Services

The use of a qualified, accredited interpreter can be arranged with the Australian Government's Translating and Interpreting Service on **131 450**.

Advocacy

We encourage you to nominate an advocate of your choice. This person can be a family member or a representative that you can access through the Aged Rights Advocacy Service on **8232 5377** (or **1800 700 600** in country South Australia).

Registered Supporters

In addition to advocacy, a person who understands your care can become a registered supporter through My Aged Care to communicate decisions about your care on your behalf. To register, simply visit My Aged Care's website or call **1800 200 422** after you have received your package.



Support at Home

Flexible and tailored to your needs, MMACG supports you every step of the way through the Support at Home program. The level of support and services we provide is based on your independent aged care assessment.

If you are assessed for ongoing support, you'll be placed in one of eight classification levels. Your classification determines how much funding is provided. These levels are:

Classification 1 & 2: The most basic care

Classification 3 & 4: For low-level care needs

Classification 5 & 6: Ideal for intermediate support

Classification 7 & 8: Best for high-level care

We also provide services to anyone with a Level 1 to 4 under the previous Home Care Packages program.

Short-Term Care

If you need short-term support (up to 16 weeks), then we offer two options to those with appropriate funding:

- **Restorative Care** – Helps you regain the ability to complete daily activities.
- **End-of-Life Care** – Provides additional support for those with three months or less to live; helping them remain at home and stay close to family and friends.

Equipment Purchases

Support at Home participants can access approved products and modifications that enhance their quality of life through the Assistive Technology and Home Modifications (AT-HM) Scheme.

The Cost

The Australian Government covers most of your aged care costs, but there is usually a personal contribution required. This additional fee is based on your pensioner status and the services you use. Your care partner will discuss this further with you.

Anyone assessed for an HCP on or before 12 September 2024 will not be required to pay contributions under Support at Home if they weren't already doing so.

More Information

Please visit the Department of Health's website at www.health.gov.au for more information about short-term care and AT-HM.



The Application Process

1.

Check Your Eligibility

Visit My Aged Care online or call **1800 200 422** to complete an initial assessment. If eligible, you'll be referred to aged care assessors for a full assessment.

2.

The Waiting Period

If your assessment is successful, you will be assigned a funding level and approved services. You will also be placed on the national waiting list in a priority group, based on the urgency of your care needs.

3.

Funding Assigned

Once your Support at Home funding is assigned to you, please contact Murray Mallee Aged Care Group with your unique referral code.

4.

Your Care Partner

A dedicated care partner will work with you on a personalised care plan to provide services tailored to your individual needs.

Our Services

Each of our services are placed into one of three categories under the Support at Home program. The service categories help determine personal contributions, if applicable.

Clinical Supports

Nursing Care

Our nurses can help do health check-ups at home, including blood pressure, changing wound dressings and overseeing your medications.

Health Professionals

Access our approved allied health providers, including occupational therapists, physiotherapists, speech pathologists, podiatrists, dietitians and more.

Independence

Personal Care

Maintain your lifestyle at home by having a compassionate support worker assist you with using the bathroom, showering, dressing and other daily tasks.

Transport & Social Support

Instead of relying on taxis or loved ones, a friendly support worker can help you safely reach appointments, shops and social events.

Equipment & Assistive Technology

Using the AT-HM Scheme, access approved health equipment and assistive technology like walkers, wheelchairs and electric recliners.

Everyday Living

Domestic Support

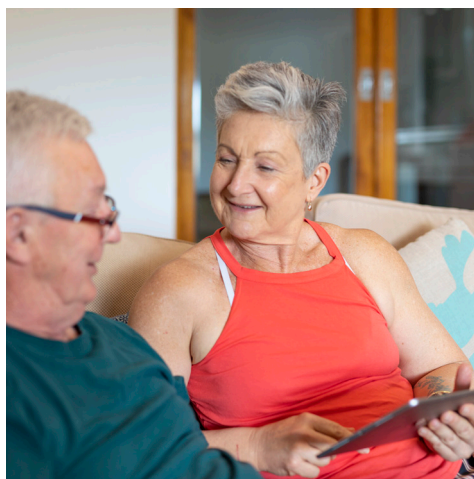
We can help manage house chores that have become difficult like cleaning, laundry, rubbish removal, gardening and food shopping.

Meal Preparation

Stay healthy and nourished with support in the kitchen – from chopping vegetables to preparing the whole meal for your enjoyment.

Home Maintenance & Modifications

Let your home receive the upgrades it needs to support you, including the installation of showers, handrails and emergency alarms.





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Further Information

For more information about Support at Home, visit My Aged Care online or call **1800 200 422**. To speak with Murray Mallee Aged Care Group about your care plan, please call us on **8532 2255**.

Our Regional Office

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Murray Bridge, 5253 SA
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Our Metropolitan Office

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