



## More information

Our website has the latest information about our services, our events calendar and news. Visit [merrihealth.org.au](http://merrihealth.org.au)

### Quick contacts

**All services**  
1300 637 744 (MERRI H)

**Carer Gateway**  
1800 422 737

**Victims Assistance Program**  
1300 362 739

**My Aged Care\***  
1800 200 422

**Feedback**  
03 9389 2234

We have many sites across Victoria. Visit our website [merrihealth.org.au](http://merrihealth.org.au) for all site details.

\*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

Published February, 2023. Supported by the Australian Government Department of Social Services. Supported by the State Government.



# MerriHealth Aged care Services

Approved Home Care Package provider



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](http://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@merrihealth.org.au](mailto:Service.Access@merrihealth.org.au)

## 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 and people with dementia to stay healthy, active, stay connected and living in the community for as long as possible.

We run interesting and fun activities at our sites and within the community, such as walking groups, garden program, arts and crafts, exercise classes, multicultural groups, special memory programs and social outings. These are tailored to people's needs, interests and culture. These activities promote physical activity, staying connected with the community, emotional wellbeing, and building or maintaining daily memory skills, healthy nutrition and capacity.

## Charter of Aged Care Rights

As of the 1 July 2019, there is a new 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 is an inclusive service provider. We are committed to providing safe high quality services that respect the needs, wants and aspirations of all people.**



**Merri Health**

Healthcare that moves with you



**Merri Health is your local, trusted health, aged and wellness service provider.**

We offer a range of aged care services that help you live in your home and community for as long as possible.

We support people aged 65 and over, and 50 years and over for Aboriginal and Torres Strait Islander people.

To access services, 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.

## Carer Gateway

Carer Gateway is an Australian Government initiative that delivers improved and expanded services to carers across Australia.

In Victoria, these services are provided by a group of seven health and social support providers, led by Merri Health.

All carers can access Carer Gateway services.

[www.carergateway.gov.au](http://www.carergateway.gov.au)

Healthcare  
that moves  
with you

## Health services

### 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.

### 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

This service will help make it easier for you to do daily activities. Occupational therapists will visit you at home to assess your mobility and comfort at home and provide guidance on how to improve this to help you feel safe and prevent falls. This may include installing equipment.

### 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.

### Community nursing

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

## Access and support

Short-term support for people who have difficulty finding out or applying for services, due to their diversity. We support older people and people with a disability who need help to stay living at home, and their carer, or anyone with diverse needs.

We will work in partnership with other people that support you like family, friends, your community, doctor and other health professionals.

## 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 50+ 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, peer/volunteer led 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

Let's work together to help you understand what you're experiencing and how to stay independent. We can help you to adapt to memory changes and continue doing the things you want to do through linking you in with specialised health and therapy services including:

- > occupational therapy
- > physiotherapy
- > exercise physiology
- > nursing
- > MBS geriatrician

Our Dementia and Memory Service can help you to:

- > adapt your daily activities or environment to remain involved in the things that are important to you
- > increase your levels of physical activity and prevent falls
- > support you and your care partners to understand memory loss and dementia and manage changed behaviours
- > cope with other changes that can occur for people living with dementia, such as continence problems.

A Geriatrician is a specialist medical doctor who can support people with complex health problems in older age, including cognitive decline.

## 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.

## Elder Abuse Prevention Networks

Merri Health is the lead agency for the Northern and Western Melbourne Elder Abuse Prevention Networks [EAPNs]. The role of the networks is to:

- Raise awareness of the rights of older people in the community
- raise awareness of the role ageism plays in elder abuse
- connect professionals to enhance their referral pathways
- share knowledge and resources about preventing elder abuse
- complete special projects and events relating to elder abuse prevention.

## Victims Assistance Program

Help for people who have experienced violence. We can help you cope with the effects of the crime by taking you through 'legal talk', finding support services and helping you feel safe again.

## Costs

Our services are either free or require a small fee. To find out whether there is a fee, visit our website [www.merrihealth.org.au](http://www.merrihealth.org.au) and search for 'fees' or call 1300 637 744.