



*Murray Mallee*  
AGED CARE GROUP

# Home Care Packages





## About Us

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

*Our care with a community heart now also embraces the Adelaide metro area.*

## Our Vision

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We proudly offer Level 1 to 4 Home Care Packages (HCPs) to our local seniors and anyone in need of a helping hand to maintain independence. Our HCPs are operated under the Consumer Directed Care model, where our clients direct their care with our assistance.

To redefine and liberate this later stage of life, with friendly, family-like in-home aged care services.

## Comments & Feedback

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We have an open-door policy with comments and feedback. Clients can submit feedback anonymously at the reception areas of offices, online or by calling us.

### Interpreter Services

The use of a qualified, accredited interpreter can be arranged with the Translating and Interpreting Service of the Department of Immigration and Citizenship 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 can be accessed through the Aged Rights Advocacy Service on **8232 5377** (or **1800 700 600** in country South Australia).





# Home Care Packages

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Flexible and tailored to your needs, MMACG home care packages give you more choice and control.

There are four types of packages:

**Level 1** The most basic care

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**Level 2** For low-level care needs

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**Level 3** Ideal for intermediate support

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**Level 4** Best for high-level care

## The Cost

The Australian Government pays for the bulk of aged care, but there's usually a personal contribution.

The additional fee will vary based on income, which will be discussed with your Service Consultant.

If you're on the basic rate of (single) pension, the maximum contribution would be 17.5%.

## The Application Process

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- 1. Check your eligibility**

An initial assessment is completed to determine your care needs. Visit My Aged Care or call **1800 200 422**. If eligible, you'll be referred to the Aged Care Assessment Team to complete an evaluation.
  - 2. The waiting period**

Once you receive the outcome of your assessment, you'll be placed on a national waiting list until assigned a Home Care Package.
  - 3. Package approval**

Please contact MMACG with your unique code as soon as your Home Care Package is assigned.
  - 4. Your Service Consultant**

A dedicated Service Consultant will work with you (and your family) to develop a Care Plan to suit your individual needs.
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## Personal Care

Stay in your home and maintain your lifestyle and freedom. Access a broad range of services including assistance using the bathroom, showering, grooming, dressing, and other day-to-day tasks.

## Domestic Support

When house chores become difficult to manage, we bring in help to handle your housework, cleaning, dusting, laundry, and food shopping.

## Meal Preparation

Continue to live well staying nourished with a healthy diet. Our support workers help in the kitchen – from simply chopping vegetables or preparing the meal for your enjoyment.

## Equipment & Assistive Technology

Access the conveniences and support available with technology. Health equipment and assistive technology such as walkers, wheelchairs, gophers, and electric recliners can be purchased out of your Home Care Package budget.

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## Home Maintenance & Modifications

Put your feet up and prioritise your wellbeing, while home updates are taken care of. This includes minor repairs, garden maintenance, lawn moving, rubbish removal, installing shower and handrails, emergency alarms, and safety aids. Enjoy the peace of mind in a safer home.

## Transport & Social Support

You won't have to pay for a taxi or depend on a loved one to take you on an errand. It's your support worker's job to bring you safely to appointments, shopping trips, and social events.

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## Health Professionals

Access a wide range of services including podiatry, occupational therapy, physiotherapy, speech pathology, dietary and mental health support. Advocates for your health and independence, can be called on.

## Nurses

We organise Registered or Enrolled Nurses to help manage your health at home. Check-ups can include blood pressure, changing wound dressings or catheters, and overseeing your medications.



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# Further Information

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

## **Our Regional Office**

PO Box 1315  
Murray Bridge SA 5253  
08 8532 2255  
[murraymallee.org.au/regional](http://murraymallee.org.au/regional)  
[reception@murraymallee.org.au](mailto:reception@murraymallee.org.au)

## **Our Metropolitan Office**

290 Glen Osmond Road  
Fullarton, SA 5063  
08 8365 0151  
[murraymallee.org.au/metro](http://murraymallee.org.au/metro)  
[mychoice@murraymallee.org.au](mailto:mychoice@murraymallee.org.au)