



“

This has been marvellous. This is the place for me. You get to know people, you get to talk to them. You become part of their life to some degree. And I think that's wonderful. I've made some lifelong friends.”

– Lorraine, social group participant

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)

### Contact

#### Merri Health

Registered Office:

#### Wurundjeri Woi Wurrung

11 Glenlyon Road Brunswick VIC 3056

### 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

##### My Aged Care\*

1800 200 422

##### Feedback

03 9389 2234

##### Brunswick Community

##### Medical Centre

1300 056 300

We have many sites across Victoria. Visit [merrihealth.org.au](http://merrihealth.org.au) for site details and contact numbers.

\* My Aged Care is the first point of contact for aged care services.

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# MerriHealth Aged care Services

Approved Home Care Package provider



**Aged care**  
Part of your Merri Health network

### Home Care Packages

A Home Care Package is a flexible approach to home care. Your dedicated Care Advisor takes the time and effort into understanding exactly what you need.

Packages are designed to help you live safely and independently at home. We can support with:

- > Service coordination
- > Personal care assistance, including showering and dressing
- > Gardening and home maintenance
- > Health services
- > Nursing support
- > Home modifications
- > In-home respite
- > Organising transport
- > Support to access social and recreational activities

Whether you need a little support or a lot, our Home Care Packages help you live life to the fullest, whatever that means to you.

#### Fees

You may be asked to pay a contribution. Services Australia 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 get a Home Care Package?

Home Care Packages are available to anyone aged 65 and over (50 and over for Aboriginal and Torres Strait Islander people) who needs help to continue living at home.

To check your eligibility, contact My Aged Care on 1800 200 422 and ask for an assessment.

If you'd like some help with this process, you can call us on (03) 8319 7430.

### Social groups

Social groups and activities made for you. Whether you want to exercise in a group, chat to new friends, tend a garden, or get out and about - we've got you covered.

With lots on offer for everyone, Our Social Support Program is a great way to explore new hobbies, have fun, make friends and connect with others in your local area.

### 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

Healthcare that moves with you

**Merri Health creates healthy, connected communities through local health services for people at every age and stage of life.**

We know that at different times, your health needs change. That's why we support you throughout life, with services spanning from children's health to aged care.

- ◀  **Aged Care**
- ◀  **Carer Support**
- ◀  **Child and Family**
- ◀  **Chronic Conditions**
- ◀  **Dental**
- ◀  **Disability**
- ◀  **Health and Wellness**
- ◀  **Medical**
- ◀  **Mental Health**
- ◀  **Young Adults**



An Australian Government Initiative

## Carer Gateway

Do you care for a family member or friend with disability, mental illness, health or age issues?

Does it impact your wellbeing, ability to work, study or socialise?

Contact Carer Gateway for free support groups, respite, counselling, tailored support packages, coaching, information and more.

Phone **1800 422 737** Monday to Friday or visit [www.carergateway.gov.au](http://www.carergateway.gov.au)

Merri Health leads the delivery of Carer Gateway in Victoria.

# Healthcare that moves with you

## Health services

### Community nursing

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

### 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.

### Diversional therapy

Diversional therapy works with people who may be experiencing social isolation or loneliness, and addresses the five key wellbeing areas of social/emotional, sensory, cognitive, physical, cultural/spiritual which may impact health and wellbeing.

### 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

Occupational therapists help you gain independence with managing your daily activities. They will visit you at home to assess your mobility and comfort and provide guidance on how to make adjustments to help you feel safe and prevent falls. This may include discussing different ways of doing tasks, assistive equipment or modifying the environment to meet your needs.

### 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.

## 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.

## Memory loss and dementia support

Supporting you in your home or at one of our sites, this can include:

- > Support to understand changes to your memory
- > Help to stay active and prevent falls
- > Adapting your daily activities or environment
- > Practical strategies to manage changed behaviours
- > Practical and emotional support to a person living with dementia and their carer/family
- > Continence advice, information, and funding application support for appropriate aids

You will have access to occupational therapy, physiotherapy, exercise physiology, nursing, social work, speech pathology and dietetics. We also have a Medicare funded geriatrician.

## Other services

Services below do not need a My Aged Care referral.

### Mental health support

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.

### 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.

### Healthy Eating Activity and Lifestyle program

The Healthy Eating Activity and Lifestyle program known as HEAL™ is a lifestyle education program. It teaches and supports you to develop healthy eating and physical activity behaviours. The program runs for eight weeks and includes information about a healthy diet, general health and exercise tips and an exercise component.

## Health services for people on a Home Care Package

Well@Home provides fast, reliable and high-quality health services for people who are on a Home Care Package. This includes physiotherapy, occupational therapy, podiatry, dietetics, exercise physiology and nursing. Fast access to services and support tailored to your level of need.

### Costs

Our services are either free or require a small fee to provide ongoing support for you. 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.

**Merri Health is an inclusive service provider. We are committed to providing safe and high quality services that respect the needs, wants and aspirations of all people.**

