

Mannix partnership
in full swing



In 2024 we partnered with Mannix College, a Catholic residential college affiliated with Monash University, to create a community service program, Mannix Young Hearts.

Since September last year, VMCH’s Mannix students have been mingling with residents from Corpus Christi Aged Care Residence, participating in activities such as music, arts and crafts, exercises, technology lessons and pampering days. The aim of the program is to enhance the lives of both aged care residents and students and in turn create genuine places of belonging.

One of the latest activities saw our aged care residents visiting students on campus for a craft day. The community shared coffee, chocolates and chats as they used their creative skills to create cards.

The benefits of this intergenerational partnership are second to none.

“I think it’s great to hear from people who have experienced more of the world than we have,” Mannix student Rory says. “They’re able to let us know what the world has to offer.”

Understanding new terms in Support at Home



Old term: Home Care Packages → New term: Support at Home

This change highlights the goal of helping older people stay living safely in their homes for longer. You’ll still have VMCH to manage your care and budget.



Old term: Consumer → New term: Participant*

The new term reflects a stronger focus on your rights and involvement in decisions. Some people want to take more control over their care, while others prefer their care partner to stay closely involved. Either way, your care partner will support you.



Old term: Case manager → New term: Care partner

This is about working together. Your care partner supports you to make choices, stay informed and feel more independent. Care management will still be a key part of your support.

* We’d love your thoughts

The term participant has been introduced by the government, but does it feel right to you? We want to make sure the language we use reflects how you’d like to be addressed. Share your thoughts by emailing customer.solutions@vmch.com.au or let your care partner know next time you speak with them.

Have your say

Help us ensure your VMCH experience is the best it can be. Share your insights by scanning the QR code or by visiting us at vmch.com.au/feedback.

Follow us on Facebook and please share a positive review—we’d love to hear from you!

facebook.com/VMCHVic/reviews



Home Care Connection

Newsletter
October 2025



Support at Home is
almost here



Many of you may have heard that government-subsidised home care programs are undergoing significant reform. One of the key changes is the transition from the current Home Care Packages program to the new Support at Home (SAH) program.

This transition is part of a broader overhaul introduced by the Aged Care Act (2024), which was passed with bipartisan support.

Originally scheduled to begin on 1 July 2025, the launch of Support at Home has been rescheduled to 1 November 2025. In simple terms, the Home Care Packages program will conclude on 31 October 2025, and the new Support at Home program will commence the very next day.

Who will be affected

Whether you’re affected by this change depends on your status in the aged care system as of 12 September 2024:

- **Grandfathered participants:** If you were already receiving aged care services on or before 12 September 2024, a ‘no worse-off’ principle applies to you. Your contributions will be the same or lower.
- **Hybrid participants:** If you are newly assessed by the Aged Care Assessment Team (ACAT) or the Single Assessment Service (SAS) between 12 September 2024 and 31 October 2025, you’ll be considered a transitional ‘hybrid’ participant. You will be required to co-contribute to your care costs once the SAH program begins.



Helpful resources

The Department of Health, Disability and Ageing has published several resources to help you understand what’s changing:

- **Support at Home program – Booklet for older people, families and carers:** <https://shorturl.at/ymlJX>
- **Support at Home – FAQ for older people:** <https://shorturl.at/B6kP2>
- **Upcoming changes to aged care funding and fee estimator** – <https://shorturl.at/CAIjV>

If you have any questions about the program, please don’t hesitate to contact us on 1300 650 615 or speak directly with your case manager.



Community nursing service available now

When you're unwell and need medical attention, the last thing you want is to spend time in a waiting room. That's why VMCH's community nursing services bring personalised medical care to the comfort of your own home.

Our community nurses offer a wide range of services to help you stay healthy at home like:

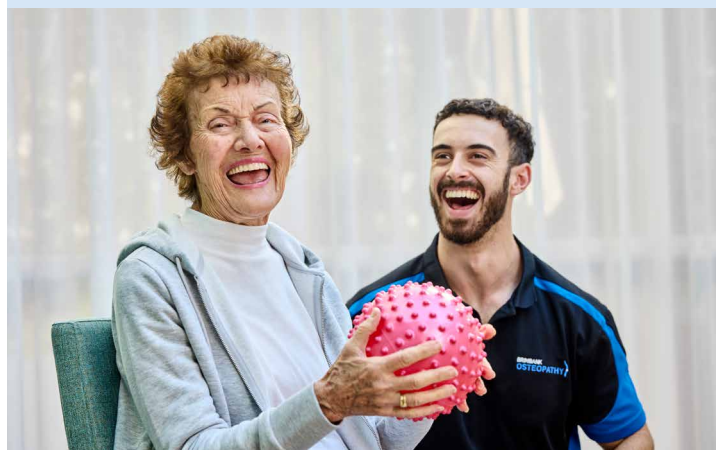
- Nursing care
- Health education
- Support navigating the healthcare system.

During a home visit they can conduct thorough health assessments, including cognitive and pain assessments, to ensure you're getting the best care possible. They're also ready to offer guidance on fall prevention, wound care, and daily living activities, ensuring you get the most from your funding.

Speak to your case manager or phone us on 1300 650 615.

Need help staying active? Join our Movement Matters exercise class.

Run by experienced physiotherapists run at Building A, 355 Stud Road, Wantirna South weekly sessions can help you to improve your balance, flexibility and endurance through gentle, supported exercises adapted to your individual abilities. Interested in joining? We are currently seeking expressions of interest. Speak with your case manager or phone us on 1300 650 615.



Your case manager is now your care partner



From 1 November 2025, as part of the new Support at Home (SAH) program, your case manager will be called your care partner. This small name change reflects something already happening; your care partner works with you in a way that supports your choices and helps you stay in control of your care.

Your care partner will continue to:

- Coordinate your care
- Help you achieve the best possible outcomes
- Support you with care planning, services and budgeting.

Care management includes four key areas:

1. Care planning

- Understanding your needs, preferences and goals
- Reviewing and updating your support plan and budget
- Establishing and updating service agreements
- Supporting advance care planning
- Assessing risks to your health and wellbeing.

2. Service coordination

- Organising services that match your needs
- Making sure cultural needs are respected
- Helping with budgeting and ordering consumables
- Communication with you and/or your carer or registered supporter
- Supporting changes in your care as needed.

3. Monitoring and evaluation

- Regularly checking in and reviewing your care
- Making changes if your needs change
- Identifying any risks to your health, safety and wellbeing
- Evaluating your goals, service quality and outcomes.

4. Support and education

- Helping you understand your options and to make decisions
- Promoting healthy living, wellbeing and reablement
- Linking you with other services or supports
- Problem solving issues and risks
- Ensuring your views, rights and concerns are heard and escalated
- Supporting you if you want to give feedback or raise concerns.

You can continue to expect the same personalised and friendly service from your care partner and our dedicated customer solutions officers at VMCH.