

Home Care Connection

Newsletter

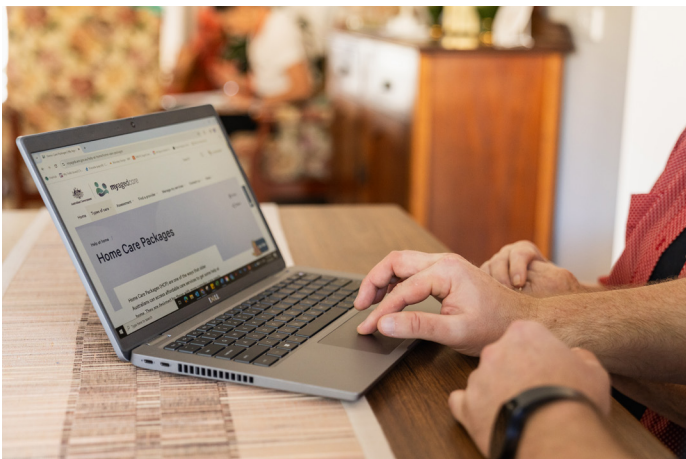
August 2024

VMCH

Nominating a My Aged Care representative

Are you or a loved one receiving government-funded aged care services? If so, you may have some questions for the My Aged Care contact centre from time to time.

Did you know you can nominate someone to represent you in your dealings with My Aged Care? This can be helpful if you're trying to advocate on behalf of a loved one, or if it becomes necessary for you to get support yourself.



What can a representative do?

- Give information to My Aged Care, including talking to assessors and service providers on your behalf
- Get information about your progress in My Aged Care
- Be the first point of contact (primary contact) for My Aged Care
- Make decisions about aged care assessment and referrals for services
- Receive email notifications and correspondence from My Aged Care.

There are two types of My Aged Care Representatives:

1) Regular representative

You can consent to allowing someone to speak and act for you, and you can nominate them as a primary contact so My Aged Care will call them directly when required. You can change or cancel your representative at any time.

2) Authorised representative

When a person cannot consent to appointing their own representative, there needs to be documented evidence that someone else is legally appointed to speak to My Aged Care on their behalf. There will need to be proof that someone else can legally represent you, such as Guardianship, though the types of documents vary from State to State.

For information about nominating a representative, you can call My Aged Care on 1800 200 422 or visit: <https://www.myagedcare.gov.au/arranging-someone-support-you>

Stay safe on free WiFi

Most of us enjoy the convenience of using public (free) Wi-Fi! However, there can be risks associated with the privilege, so here are some simple tips to help keep you safe.

- ✓ Avoid public Wi-Fi networks that require your personal details such as your email or social media accounts
- ✓ Choose Wi-Fi networks that require a password
- ✓ Avoid 'open' or 'unsecure' networks
- ✓ Disable file sharing on your device and don't do anything sensitive while connected, such as banking
- ✓ Once you've finished using the Wi-Fi, go into your devices' Wi-Fi settings and select 'forget network'
- ✓ Install a reputable Virtual Private Network (VPN) on your devices to encrypt and secure your data when using the internet
- ✓ If in doubt, wait until you can use a trusted network such as your home, office or personal mobile connection.

A Case Manager's journey to home care



Asmir is a Senior Case Manager at VMCH. He helps older people manage their Home Care Packages so they can continue living independently at home. But Asmir's journey to the job he loves has not been straightforward, or easy.

Arriving in Australia as a 16-year-old after fleeing the Bosnian war, Asmir was forced to 'start from scratch'. Even though he didn't know English, he tackled the difficulties of high school and worked hard to finish his education. Eventually, his hard work paid off as he landed a successful role in the field of Information Technology.

However, Asmir's career trajectory changed once his father received a diagnosis of dementia.

Wanting to look after his dad but lacking in the practical skills of personal care, Asmir enrolled in a three-month Personal Care Assistant (PCA) course. Asmir, a successful I.T. professional, never planned on pursuing it as a career.

During work experience at an aged care home, his employer noticed his talent. The employer encouraged Asmir to continue working in the field.

When his dad moved to residential aged care, Asmir took a job at the same home to be near him. He later qualified as a nurse, but his dad passed away just one week later.

Asmir was feeling overwhelmed by the stress of nursing during the pandemic and he was grieving for his father. A friend suggested case management, and Asmir found a role with VMCH.

His caring nature, experience and professionalism have made him a favourite among clients. For Asmir, VMCH has given him the job satisfaction and flexibility he craves in life.

"The work/family balance is great. I love it here. I don't even think about going anywhere else."

Would you like to join our Consumer Advisory Committee?

VMCH has established Consumer Advisory Committees for both At-Home Aged Care clients and Residential Aged Care residents. We are inviting nominations from our residents, clients, and their representatives to join our Committees.

Being part of a Consumer Advisory Committee is a powerful opportunity to have your voice heard and help shape the services that VMCH provides. We value your feedback and will use it to inform and improve the services we provide to you and others in our care.

The Consumer Advisory Committees meet four times a year, both in person and online. The next meeting for both Committees will be held in September 2024.

To learn more about the Consumer Advisory Committees, including how they work, how to join, and the selection process for members, please visit vmch.com.au/get-involved/vmch-consumer-advisory-committee or contact us by email at cosec@vmch.com.au.