



Information Handbook

Home and Community Services

Welcome

Welcome to mecwacare. In this handbook, you'll find information regarding the care and services we can provide you. We are proud to support you to live the life you choose.



mecwacare has been providing services to the community since 1959, including residential aged care, community services, in-home care and support, retirement living sites, and affordable housing for the elderly and those with a disability. We support more than 17,000 people across greater Melbourne and regional Victoria through our highly integrated network of more than 2500 staff and 500 volunteers.

As a proudly not-for-profit, non-denominational organisation, caring is at the heart of everything we do. We strive to add value to people's lives by ensuring they enjoy a fulfilling and purposeful experience, through a balanced application of clinical care and lifestyle choices. Our values underpin the care and services we provide. We are caring, accountable, respectful, and ethical.

We have held a strongly established presence in Melbourne since 1959 and are proud of our deep roots in the Malvern area. The continuous expansion of our services and

provisions across Victoria allows us to further our reach of care to those in need.

mecwacare fosters worthwhile interactions with residents and clients. Our staff and volunteers have a strong network of support through which they can assist you and engender trust, while allowing you to be involved in decision making regarding your care.

Our employees are highly trained and keep their qualifications current, while enjoying a culture of ongoing learning and development at mecwacare.

Our model of care has a strong clinical focus. We have registered and enrolled nurses employed across all aspects of the organisation, including in aged care homes, in home care services and packages, in the quality and risk department, and clinical technology and project areas.

The care we provide to residents and clients remains throughout all stages of their life journey. We assist and encourage them

to remain living independently for as long as possible. When this is no longer a viable option, we can provide guidance on your next steps and ensure you maintain comfortable and dignified.

Our philosophy is that life remains a source of rich experiences, no matter your age or ability. Through rewarding connections and interactions, nutritious meals, fun outings, and stimulating social activities, we believe life is made more enjoyable through community inclusion and involvement.

More than 64 years of experience and expertise in aged care and disability services means mecwacare is well placed to care for you and your loved ones.

At mecwacare, we are honoured to be caring for you.

A handwritten signature in black ink that reads "Anne McCormack". The signature is written in a cursive, flowing style.

Anne McCormack
Chief Executive Officer

Find us on



Proudly a not-for-profit, non-denominational charitable organisation

Information in this handbook is current at the time of publication and is subject to change.

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Purpose, vision and values

Our Purpose

Partnering with the elderly and people with a disability to live fulfilling and purposeful lives.

Our Vision

Enhancing life changing experiences with our community.

Our Values

Our values are at the centre of everything we do:

- Caring
- Respectful
- Accountable
- Ethical

We passionately live these values through:

Proactive and compassionate care and services.

Responsible and professional conduct.

Empathetic and thoughtful communications.

Honest and fair partnerships.

Strategic Priorities

1. Co-located and drive synergies between services to meet growth aspirations.
2. Innovate and adopt solutions that positively impact the consumer experience.
3. Grow, develop and retain a highly engaged and skilled workforce.
4. Maintain the financial viability of the organisation within a social, environmental and governance agenda.
5. Explore a research and advocacy agenda for the rights of the aged and disability community.

Our model of care

Our clients are at the centre of everything we do.

mecwacare provides inclusive care and services based on respect for the diversity and safety of all. We provide person-centred care with a focus on the needs, preferences, knowledge and outcomes relevant to you.

You are a partner in your personalised assessment, goal setting, care planning and evaluation and decision making.

We will support you to set goals that direct the care provided. You can choose how involved you want to be in the coordination of your services.

We will support you to exercise choice and independence, including making decisions about care and the way services are delivered. For example, who, when and how others should be involved in your care.

Diversity

mecwacare recognises and embraces the key principles of diversity, social justice and the provision of safe and supportive environments. We are committed to recognising and respecting diversity in all its forms, be it gender, race, sexuality, religion, ability, disability or any other quality that makes people individuals.

Our promise to you

mecwacare is committed to providing you with the service you expect.

We provide care and services that support all individuals. We tailor our care and services to meet your needs with consideration of you as an individual and with respect for you and your situation.

We believe in responding to the changing needs of the community and actively encourage and support continuous improvement, innovation and safe service delivery.

Communication

To enable us to communicate with you at any time, please ensure your contact details are up to date. To deliver the best possible care for you, we ask that you provide:

- Relevant medical information
- Contact details for at least one primary contact
- Nomination of representative form
- Power of attorney and authorised representatives' details (if applicable)
- Emergency contact details.

Your chosen contact person may be notified if your care needs change or in the event of illness or an emergency.

Open disclosure

mecwacare works to provide quality care and services, and has highly developed systems and processes to assess, deliver, monitor and evaluate the care and services provided. However, we recognise that sometimes things may not go as planned.


We are committed to identifying when things go wrong, addressing immediate needs and providing support, determining corrective and preventative actions and learnings. We will acknowledge when things have not gone well, provide you with information as well as address concerns and learnings.

We are required by law to report any actual or suspected abuse of a client.

Our Services



Home-Based Services	Permanent Care	Community-Based Services	Health Services	Affordable Housing and Retirement Living
<ul style="list-style-type: none"> • Nursing • Personal, Respite and Home Care • Community Transport • Home Maintenance • Meals on Wheels • Care Planning, assessment and Coordination • Home Care Packages • Disability services 	<ul style="list-style-type: none"> • Residential Care • Respite Care • Lifestyle Programs • Allied Health • Pastoral Care • Advance Care Planning • Palliative Care 	<ul style="list-style-type: none"> • Social support programs • Centre-Based Respite • Disability Services • Podiatry • Strength Training 	<ul style="list-style-type: none"> • Medical Clinic • Podiatry • Social Work • Physiotherapist • Dietitian • Occupational Therapist • Exercise Physiologist • Hydrotherapy and rehabilitation 	<ul style="list-style-type: none"> • Access to all services, if required

 To find out more, please call 03 8573 4888



Our staff and volunteers

Our staff work with you to ensure that we optimise your care.

mecwacare has a workforce that is skilled and qualified to provide and manage safe, respectful, considerate and quality care and services aligned to our model of care (see page 4) and organisational values – Caring, Accountable, Respectful and Ethical.

We recruit suitably skilled staff with qualifications and knowledge to deliver outcomes for you in accordance with your needs and preferences.

mecwacare is committed to the ongoing professional development of our staff to ensure you are cared for by staff who are knowledgeable, capable and caring.

Professional boundaries

To provide you with consistently high-quality care and services, our staff and volunteers must maintain a professional relationship with you. This includes:

- Not exchanging personal phone numbers and/or home addresses or personal email addresses with you or your representative
- Not having contact with you via social media
- Only attending when rostered to do so
- Speaking with you in a courteous and respectful manner.

Our staff and volunteers are not permitted to witness any legal documents regarding you or your representatives.

We recognise that staff can become important people in your life however, our staff are not permitted to be named executors or beneficiaries in the Wills of residents or their relatives when their first contact with you was through mecwacare. Staff are also not permitted to accept personal gifts or gratuities.

Donations to mecwacare are always appreciated. Any donation over \$2 is tax deductible. If you would like to donate or leave a lasting gift in your Will, please contact the Fundraising Department on 03 8573 4809.



Planning your services

We will work with you to ensure you can live your best life

You are our partner in the ongoing assessment and planning that helps you receive the care and services you need for your health and wellbeing.

We will work with you to assess and plan your care needs and preferences to develop an individualised care plan that uses a “Wellness and Reablement” approach in consultation with you and your nominated representatives, and other providers as relevant.

Your care plan outlines your goals and the services and actions needed to help you meet those goals. You will receive a copy of your care plan. Please keep this in the mecwacare folder as this provides our staff with guidance about your care needs. Your care plan will be reviewed regularly to ensure it continues to meet your needs. mecwacare values and

encourages your participation in all aspects of the care and services you receive. We will discuss your needs and seek your preferences on how you would like to receive care and services. If changes occur, we will discuss these with you and together, undertake a review of the services and develop a new plan.

We recognise that carer relationships may not be formal and that you can choose who is involved in your care. We will respect and support this choice and encourage your nominated representative to be involved in care planning, management and service delivery as much as possible. We will abide by your decisions related to your care relationships.

We will ensure that your nominated representatives are:

- Recognised, respected and supported as individuals
- Respected and supported for their care relationship
- Encouraged to take part in care planning, management and service delivery, where appropriate.

Language and communication needs

Staff, community groups and support services are available to provide assistance if you communicate in a language other than English. If you have specific language needs, we will help you to access a translation service, if required.

If you need an interpreter service, you can contact the Translating and Interpreting Service (TIS) on 131 450.



Want to learn more? Call us on 03 8573 4980

Your life and your choices

mecwacare aims to deliver care and services at mutually convenient times. We will work with you to plan visits around your regular commitments.

A care plan will be developed in consultation with you and regularly updated as your needs and preferences change to ensure you receive the personal and clinical care that is right for you.

Your wellbeing, independence and quality of life are supported to enable you to live the life you want and do the things that you want to do. We will work with you to get the services and supports you need for daily living.

We will discuss with you the need for specialist referrals and seek your permission when needed, including when there is a cost involved.

What happens if I won't be available at the time my service is booked?

We understand that life does not always go to plan and that you may have appointments and unexpected commitments. Please let us know at least 48 hours before the booked time so that we can reschedule your services.

Your safety and wellbeing are important to us. If you do not answer your door at the time of a scheduled visit or scheduled collection/appointment, we will:

- Attempt to call you
- If no response, contact your case manager or primary contacts, as relevant
- If still no response, the service manager, supervisor or coordinator may call the police.

While we will always try to attend at the scheduled time, sometimes things do not go as planned. Our staff can get held up caring for a previous client or they can be delayed by unexpected roadworks. Because of this, mecwacare allows a one-hour window after a scheduled booking time for our staff to attend. If a staff member is running late and you have not been contacted, please allow this one-hour window to pass before you call the office.

What happens to my service during extreme heat, bushfires or other events?

During extreme heat, bushfires or other events outside our control we will:

- Consider modifying programs, for example, changing the venue for a community outing

- Consider changing services, such as rescheduling care appointments to earlier in the day
- Consider modifying or cancelling services if you live in a high-risk area on days of very high bushfire risk.

What happens if there is accidental breakage?

mecwacare staff will take care to ensure your items are not damaged however, at times accidents do happen.

We encourage you to check your home contents insurance policy for adequate cover as mecwacare and our employees are not liable for the replacement of any item(s) broken or damaged during the routine provision of service.

What if I need other services?

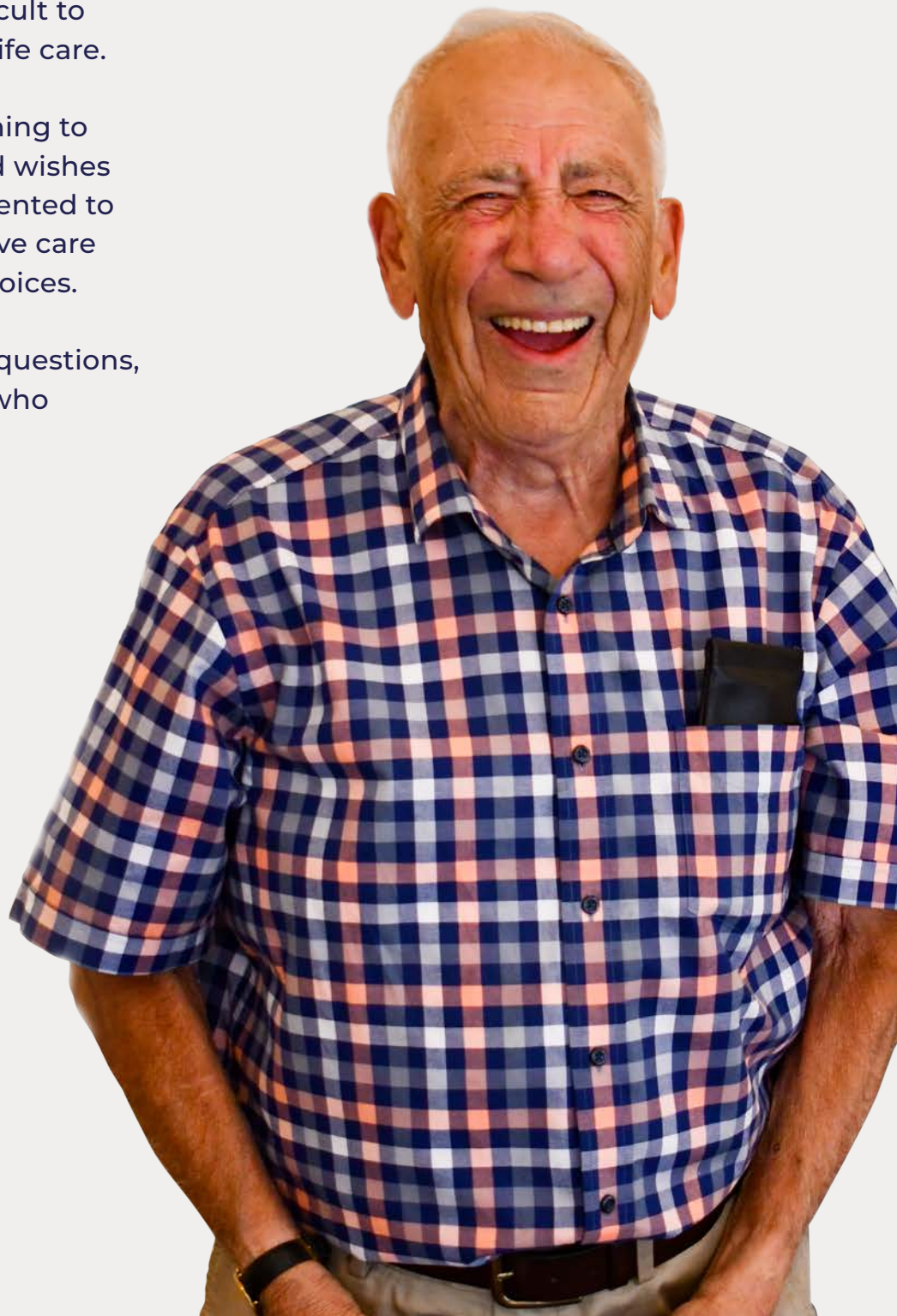
mecwacare provides a range of in-home and community-based services, such as day centre programs and allied health services. In addition, we provide respite and permanent care in our residential facilities. mecwacare has retirement living and affordable housing properties. If you would like information about accessing other mecwacare services, please find all our contact details on page 23 of this handbook.

Advance care planning and palliative care

We appreciate that it is difficult to discuss and plan for end of life care.

We offer advance care planning to enable your preferences and wishes to be expressed and documented to guide the delivery of palliative care services, in line with your choices.

If you have any concerns or questions, please speak with our staff who can assist you.



Your safety and wellbeing

A safe environment for all

mecwacare is committed to providing a safe environment for you and our staff. We are required by law to provide a work environment that minimises risks to staff health and safety. Therefore, we ask for your cooperation in addressing any hazards identified in your home and reducing the risk of known hazards for you and our staff.

mecwacare will:

- Conduct a safety assessment of your home during the initial assessment or the first service visit and annually, or as required
- Discuss with you any issues identified and options for removing identified hazards
- Endeavour to find ways to manage risks and ensure your safety and that of our staff.

Monitoring staff safety

Staff who provide in-home services will have a mobile phone with an app that notifies our office of the time they arrive and leave your home. This information is used by us to ensure that staff are safe and attending at the correct time, as per their roster.

Work environment

For their safety, mecwacare staff have been instructed not to enter a property if they feel at risk of injury or harm by you, other people in the home, pets or the environment.

To provide a safe work environment, we ask that you ensure:

- There is safe access to all areas where staff are working
- Walkways are clear and uncluttered
- Flooring (i.e. rugs, carpet and mats) is secure without risk of slips, trips or falls
- To protect their feet from injury, mecwacare

staff will not remove their shoes in your home. At the time of assessment, alternative arrangements can be documented in the care plan if you prefer shoes to be removed in your home

- Please be aware of items on the floor that may pose a trip hazard and remove these, if possible.

Behaviour

As part of mecwacare's commitment to providing our staff with a safe working environment, we request that you:

- Use respectful language
- Not ask staff to undertake activities that are outside of the care plan.

In the unfortunate circumstance that disrespectful language or behaviour are used towards staff i.e. verbal or physical threats or abuse, we may need to:

- Remove the staff member from the shift
- Consider postponing the delivery of care and services
- Cancel services.

Smoke detectors

A working smoke detector is compulsory in all Victorian homes and must be fitted in the home before our staff will attend. We recommend that you regularly test and maintain your smoke alarm and change the battery at least once a year. We encourage you to have in your home a fire extinguisher, fire blanket and first-aid kit for use in an emergency.

Pets

Any risk to mecwacare staff from pets will be assessed and appropriate strategies negotiated with you. We may ask you to restrain a pet in situations where our staff are at risk of injury or harm. We ask that pets be placed in another room during service delivery.

Smoking

It is mecwacare policy that staff do not smoke in the workplace. This policy applies to staff in your home or while accompanying you at any time.

You and any other household member are requested not to smoke in the home for 30 minutes before the scheduled visit and while mecwacare staff are present. Please air your home prior to staff attending your appointment.

We are not able to continue the service in the home if you or another household member smoke (including e-cigarettes) while staff are present. High-sided ashtrays or sealed containers should be used in the home for your own safety.

At our day centres, you are requested to smoke only in the designated smoking areas.

Infection control

Hand washing is one of the most effective ways to minimise the risk of infection. Please provide a clean, dry hand towel and liquid soap for staff to use when washing their hands. Our staff have single-use gloves for when there is anticipated contact with blood or other body fluids. If you or any other household member suspects or has been diagnosed with a potentially contagious condition (such as coronavirus, influenza or gastroenteritis), please contact us to ensure our staff are informed before attending your home so we can work with you to protect everyone.

Electrical safety

All electrical equipment, including leads and switches that our staff use, must be in good condition with no broken parts or exposed wires. When using portable electrical equipment, our staff will use a safety switch in the power point.

For their own safety our staff will not use portable radiators or heaters in bathrooms or other wet areas. We request that these heaters be wall or ceiling mounted.

Chemicals

mecwacare values not only the health and safety of our clients and staff but also the environment.

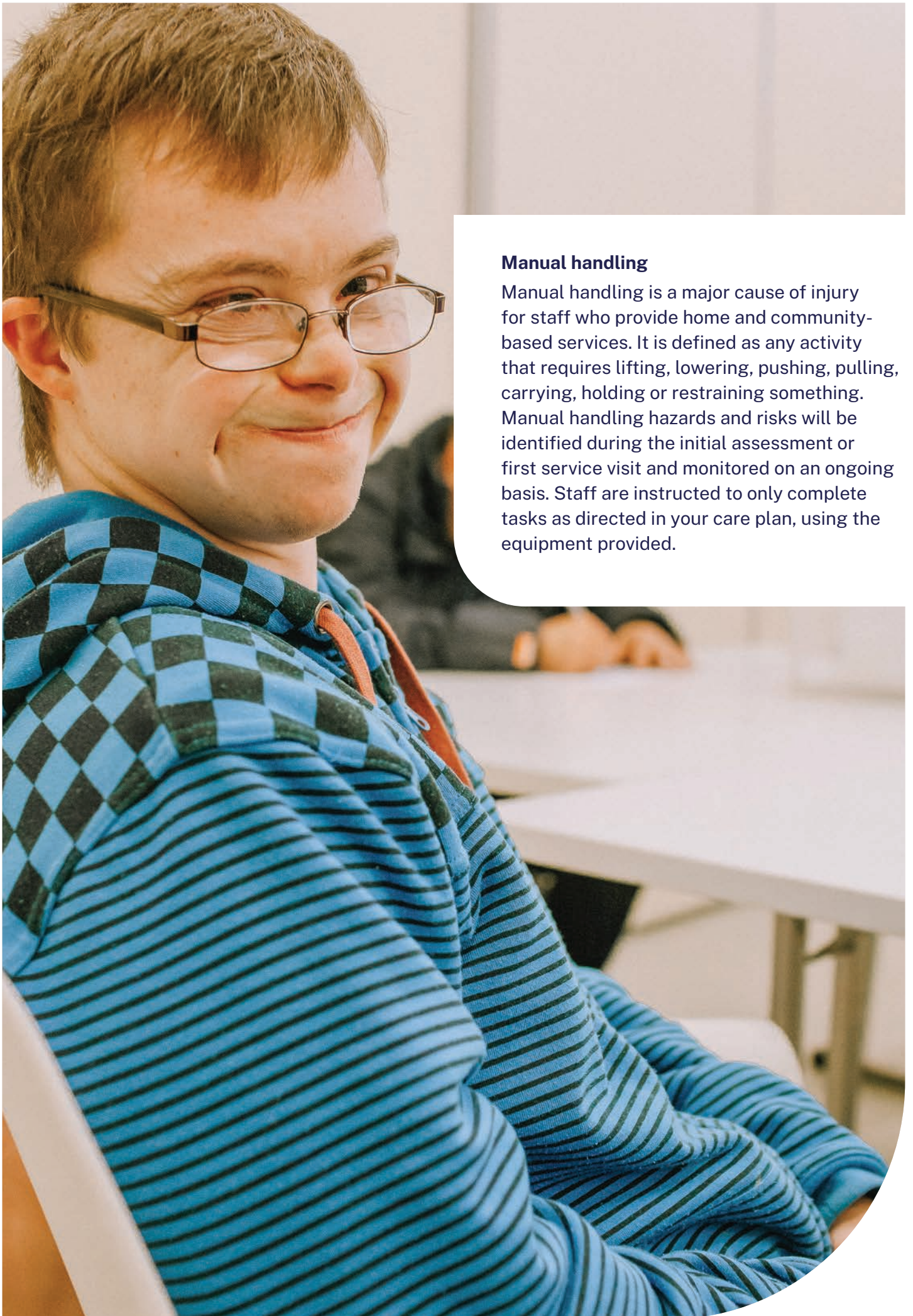
We prefer products that are:

- Environmentally friendly, eg: biodegradable
- Ethical, such as not tested on animals, no animal ingredients, Australian made and owned
- Able to be used for multiple tasks in order to decrease the number of different chemicals required.

We recommend using microfibre cloths to reduce the amount of effort and chemicals required to complete cleaning tasks.

In your home, our staff cannot use chemicals that are classified as a hazardous substance or a dangerous good (this can be seen on the product label). This includes products containing bleach, ammonia or methylated spirits, as well as many oven cleaners.

For their own safety, staff cannot use unlabelled products or mix products together. Please leave products in their original packaging. Cleaning products will be used strictly in accordance with the manufacturer's instructions.



Manual handling

Manual handling is a major cause of injury for staff who provide home and community-based services. It is defined as any activity that requires lifting, lowering, pushing, pulling, carrying, holding or restraining something. Manual handling hazards and risks will be identified during the initial assessment or first service visit and monitored on an ongoing basis. Staff are instructed to only complete tasks as directed in your care plan, using the equipment provided.

Your safety and wellbeing cont.

Where a lifting machine is needed, we always require that two people assist – one may be a family member or other carer who is appropriately trained and physically capable of performing the lifting task.

To reduce the impact of manual handling on our staff, they may be required to modify tasks to ensure they are completed safely. Examples of this include:

- Carrying lighter loads
- Filling buckets less than half full
- Asking you to store equipment within easy reach (between shoulder and mid-thigh height rather than on the floor).

mecwacare staff cannot undertake tasks that strain parts of their body or place themselves at risk. For example, they cannot:

- Clean floors on their hands and knees
- Wring out mops by hand
- Stand on chairs, tables or unfixed steps
- Change light bulbs
- Move or push heavy objects or heavy furniture
- Lift people
- Lift people from the floor (unless with an electric hoist).

Our staff will encourage you to be as independent as possible and report any changes in your needs to their coordinator or supervisor.

If you require assistance getting in and out of a chair or bed, as part of our service, your needs and preferences will be assessed and a care plan provided for staff to follow.

Equipment

You are responsible for regularly servicing and maintaining your own manual handling equipment, such as electric hoists in the home, to ensure it is safe to use. As recommended by WorkSafe, lifting slings must not be more than five years old. You are required to provide evidence of equipment being serviced or maintained annually. Unsafe or defective equipment and slings cannot be used. Equipment that has not been serviced to the manufacturer's recommendations cannot be used by our staff.

For clients receiving domestic assistance

If staff undertake domestic duties at your home, we appreciate your consideration of the following:

- Cleaning equipment (such as a vacuum, mop or bucket) is to be supplied by you and will be assessed to ensure it does not pose a hazard to our staff
- Equipment must be light in weight and fit for purpose
- Please have rubber gloves available for household cleaning tasks
- Where an upstairs bathroom is required to be cleaned, cleaning equipment must be stored upstairs to reduce manual handling
- All cleaning tasks will be undertaken for a maximum of 20 minutes at a time. Our staff must then change to another task that uses different muscle groups
- Heavy mats will be vacuumed over and around the edges only. Sometimes mats may pose a trip hazard for you and others. We will discuss any concerns with you
- For bed making, the area around the bed should be easily accessible. If a bed is against the wall it may not be possible to make the bed.
- For their safety, our staff are not permitted to turn mattresses.

Your personal information

mecwacare is committed to respecting your personal information and is bound by law on how information is collected, used and disclosed. We will seek your consent to photograph and/or film you and will not release images without your approval.

At times we may take photographic images of wounds to monitor the progress of a wound. We will seek your permission before any photographs are taken.

We will only collect the information that we need to support and care for you. We need to collect some information in order to provide care and services to you, particularly health and personal information. We hold limited financial information for accounts.

We will tell you why we are collecting the information and discuss any issues when you do not want to provide all the information that is needed. We cannot provide you with updates on other clients unless you are an authorised person, such as next of kin, representative or power of attorney.

We will disclose your information, as required by legislation. We will take steps to de-identify your details for any information needed for government reporting or planning purposes.

In some instances, mecwacare is required by law to collect personal information. This will be collected in a discreet manner. mecwacare will provide details to you about:

- Why we are collecting information
- How that information can be accessed
- The purpose for which the information is collected
- With whom mecwacare shares this information
- Any relevant laws
- Consequences for the individual if all or part of the information is not collected.

Privacy complaints

All privacy complaints are taken seriously. If you are concerned that we may have handled your personal information inappropriately, please contact:

mecwacare Privacy Representative
1287 Malvern Road
Malvern VIC 3144
P 03 8573 4888

We welcome your suggestions to improve our service at any time. If you have any queries or concerns or wish to access your health information, please contact mecwacare and ask to speak with our Privacy Representative.

If we do not fulfil our privacy obligations or you are not satisfied with the response from our Privacy Representative, you can contact the Chief Executive of mecwacare.

Chief Executive Officer
1287 Malvern Road
Malvern VIC 3144
P 03 8573 4888
E corporate@mecwacare.org.au

You may also raise a complaint with the Aged Care Quality and Safety Commission
P 1800 951 822
W agedcarequality.gov.au

For disability service clients, you may raise a complaint with the NDIS Quality and Safeguards Commission
P 1800 035 544
W ndiscommission.gov.au

Use and disclosure

We will only disclose your personal information to other agencies and health providers for the purpose for which it was collected, or in accordance with the Privacy Act and Health Records Act.

For example, we will only allow another organisation access to your information with your consent or in circumstances where you would reasonably expect this to occur.

mecwacare will obtain consent before filming or photographing any client or releasing these images into the public domain. We will take all reasonable steps to ensure that you cannot be identified by any information needed for reporting or planning purposes.

Your rights and responsibilities

You have the right to expect a response to a privacy complaint within 14 days.

You have the right to expect access to approved information within 45 days of submitting a written request to mecwacare's Privacy Representative.

Under section 42(3) of the Health Records Act 2001, there is a maximum fee you may be charged for obtaining this information, which is indexed and increases each year.

You have the right to remain anonymous when seeking healthcare. However, if you choose not to share personal or health-related details, it may affect our ability to provide you with quality care and services.

You have the right at any time to remove consent for mecwacare to allow another organisation access to your information.

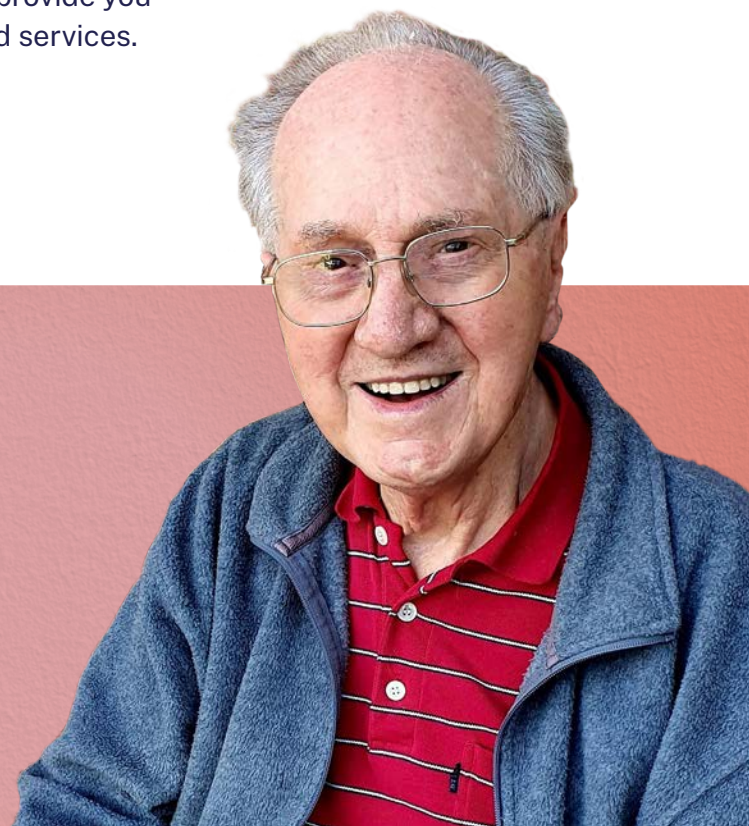
You have a responsibility to inform us promptly of any change of address or circumstances, including representatives or power of attorney. We will update your personal records within 30 days of written requests.

You have a right to privacy. We are committed to managing your personal and health information in a respectful way, in line with the Health Records Act 2001 and Privacy Act 1988.

Please advise mecwacare if you have any surveillance devices in your home.



**Want to learn more?
Call us on 03 8573 4980**



Fees and accounts

If you have any difficulties with fee schedules and invoices, please contact our office and ask to speak with a manager.

Accounts will be sent to you or your nominated representative monthly. Fees can be direct debited from your nominated bank or financial account. You will be notified of any CPI fee increases under the Aged Care Act.

Handling money safely

If you request a service that involves our staff handling your money, we will:

- Document any money handling arrangements in the care plan, eg: a shopping shift
- Provide a receipt every time money changes hands, including when change is returned
- Request a separate authority to perform banking on your behalf.

Please note staff cannot:

- Make transactions for you
- Use your debit or credit cards
- Accept a loan from you for any amount
- Lend money to you.

We remind you to keep your personal items safe.



Your feedback

mecwacare values every client's voice.

We encourage you to provide feedback, participate in surveys and audits, and to report any concerns so we can work with you to identify improvements.

General feedback

We ask that you let us know if you are concerned about any aspect of your care, for example, if you feel you have been disrespected.

Compliments, suggestions and concerns

We know that we do not always get things right however, we welcome any feedback from you and your representatives to help us improve.

Your feedback can be provided in a number of ways:

- Direct to staff
- Through "Have Your Say" forms (green forms)
- Online via the mecwacare website at mecwacare.org.au
- Through communication with management
- Through audits, surveys, meetings and face-to-face discussions.

All concerns will be treated in a confidential, fair and prompt manner. The relevant Program Manager is responsible for managing your concerns in the first instance, in consultation with you.

If you feel that the appropriate action has not been taken, please contact:

Executive General Manager of Home and Community Services
1287 Malvern Road, Malvern VIC 3144
P 03 8573 4888
E gm.hncs@mecwacare.org.au

If you are still not satisfied, please contact:

Chief Executive Officer
1287 Malvern Road, Malvern VIC 3144
P 03 8573 4888
E corporate@mecwacare.org.au

You may also raise your concerns with the following agencies at any time:

NDIS Quality and Safeguards Commission
P 1800 035 544
W ndiscommission.gov.au

Complaints can be made to the Aged Care Quality and Safety Commission. These can be submitted online, in writing or via telephone.

Aged Care Quality and Safety Commission
GPO Box 9819, Melbourne, VIC 3001
P 1800 951 822
E info@agedcarequality.gov.au

Your rights and responsibilities

A Charter of Rights outlines what you can expect from mecwacare and other providers of care and services so that we have a shared understanding to enable mecwacare to work with you to achieve safe and quality aged care.

The Charter is outlined in your Agreement. It can also be found at the back of this handbook. We are happy to assist you to understand the Charter. We ask that you read and return a signed copy to us.

National Disability Insurance Scheme (NDIS) participants

mecwacare is a registered NDIS provider with the NDIS Quality and Safeguards Commission. We aim to uphold the rights of people living with a disability, including the right to dignity and respect, and to live free from abuse, exploitation and violence. We do this through:

- Empowering people with a disability to exercise choice and control in the support services they receive, while ensuring appropriate protections are in place
- Responding to and managing concerns and complaints
- Upholding your right to be free from harm
- Promoting safe and quality services
- Abiding by the NDIS Code of Conduct and Practice Standards for providers and workers
- Managing incidents involving participants
- Reporting incidents, including abuse and neglect, to the NDIS Commission
- Promoting positive behaviour support
- Ensuring you have access to timely and appropriate support without interruption throughout the period of your service agreement.
- Where changes or interruptions are unavoidable alternative continuity of supports

will be explained to you, delivered in a way that is appropriate to your needs, goals and preferences and agreed to by you.

Advocacy

While the best person to know what is best for you is you, an advocate's role is to provide support to assist you and work on your behalf or direction:

- In making decisions that affect your quality of life
- To provide you with information about your rights and responsibilities and options
- To raise issues or support you during a complaints process.

An advocate can be a family member, friend or trained professional employed by an advocacy organisation.

For more information about advocacy or to find an advocate, the following services may assist you:

- Office of the Public Advocate
1300 309 337
- Older Persons Advocacy Network (OPAN)
1800 700 600
- Aged Care Information Line
1800 200 422
- Health Complaints Commissioner
1300 582 113
- Carers Victoria
1800 242 636
- Disability Advocacy Resource Unit
03 9639 5807 or visit daru.org.au
- NDIS Quality and Safeguards Commission
1800 035 544 or visit ndiscommission.gov.au

These services are free and all information is confidential.



Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumer

Provider

Consumer (or authorised person)'s signature (if choosing to sign)

Signature and full name of provider's staff member

Full name of consumer

Name of provider

/ /

Full name of authorised person (if applicable)

Date on which the consumer was given a copy of the Charter

/ /

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter





Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

Service Network

mecwacare

AGED CARE HOMES

P 03 8573 4812
E admissions@mecwacare.org.au

Altona North
mecwacare Squires Place

Bacchus Marsh
mecwacare Susan Barton House

Ballan
mecwacare Ballan Aged Care

Canadian (Ballarat)
mecwacare Wahroonga

Caulfield North
mecwacare Jubilee House

Flemington
mecwacare Gregory Lodge

Flora Hill (Bendigo)
mecwacare Flora Hill

Glen Iris
mecwacare Noel Miller Centre

Hamlyn Heights (Geelong)
mecwacare Elstoft House

Hoppers Crossing
mecwacare John Atchison Centre

Malvern
mecwacare Malvern Centre

Mont Albert North
mecwacare Simon Price Centre

Mornington
mecwacare Park Hill

Prahran
mecwacare Trescowthick Centre

Richmond
mecwacare Rositano House

mecwacare John Hood Terrace
(under construction)

Safety Beach
mecwacare Calwell Manor

Shoreham
mecwacare Annie's Court

Traralgon
mecwacare O'Mara House

Westmeadows
mecwacare Vincent House

RESPIRE CARE

P 03 8573 4980

BALLAN MEDICAL CLINIC

P 03 5366 7999

HOME CARE SERVICES

P 03 8573 4980
E intake@mecwacare.org.au

South East Metro (Malvern)
P 03 8573 4999

North West Metro (Westmeadows)
P 03 9325 5500

South East Region (Pakenham)
P 03 5941 5454

South West Region (Ballarat)
P 03 5333 0900

**Barwon Region
(Hamlyn Heights, Geelong)**
P 03 5271 4888

**Gippsland Region
(includes Bass Coast)**
P 03 5671 6888

Mornington Region
P 03 5981 7888

Ballan Allied Health
P 03 5366 7878

Ballan Pool and Gym
P 03 5366 7887

HOME CARE PACKAGES

P 03 8573 4980
E homecarepackages@mecwacare.org.au

RETIREMENT LIVING

P 03 8573 4916
E housing@mecwacare.org.au

**Ballan, Berwick, Canadian
(Ballarat), Hoppers Crossing,
Malvern, Pascoe Vale**

AFFORDABLE HOUSING

P 03 8573 4963
E housing@mecwacare.org.au

**Beaumaris, Glen Iris,
Sandringham**

COMMUNITY AND DISABILITY SERVICES

E community@mecwacare.org.au

**Bass Coast
Cowes (Phillip Island)**
P 03 8573 4980

Malvern East
mecwacare Barry Fenton Centre
P 03 9564 5100

Malvern East
mecwacare Fisher Street Centre
P 03 9572 9000

Pakenham
mecwacare Rivendell House
P 03 5943 7500

PODIATRY

Ballan
P 03 5366 7878
E ballanpodiatry@mecwacare.org.au

Malvern East
P 03 9564 5104
E podiatry@mecwacare.org.au

OPPORTUNITY SHOPS

E enquiries@mecwacare.org.au

Ballan
P 0438 309 357

Hawthorn
P 03 8573 4690

Malvern
P 03 8573 4680

Malvern East
P 03 8573 4670

Windsor
P 03 8573 4675

Corporate Services

1287 Malvern Road
Malvern VIC 3144

Freecall 1800 163 292

P 03 8573 4888

E enquiries@mecwacare.org.au
W mecwacare.org.au

mecwacare is proudly a not-for-profit,
non-denominational charitable organisation that
has been caring for Victorians since 1959.

mecwacare

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