

mecwacare



Caring is  
at the heart  
of everything  
we do

# Home Care Packages

---

Freecall 1800 163 292

[mecwacare.org.au](http://mecwacare.org.au)

# 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 20,000 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 enjoy

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 aged care homes, home care services and packages, 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.

We are honoured to be caring for you.

**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.*

# 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**
- **Accountable**
- **Respectful**
- **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.



# Why choose mecwacare?

## About mecwacare

The broad spectrum of services mecwacare provides enables our clients to receive consistent high-quality care as their needs change. We support our clients to remain in their own homes for as long as possible, and some of our clients routinely transition from their own homes to our residential-care facilities. This provides continuity of care and maintains relationships between the client, their family and mecwacare staff.

mecwacare provides services to more than 120 organisations and is a long-term accredited and contracted provider of government services including:

- Commonwealth Home Support Programme (CHSP)/Home and Community Care (HACC) nursing and in-home care programs
- Department of Veterans' Affairs (DVA) community nursing and home care programs
- Transport Accident Commission (TAC)
- National Disability Insurance Scheme (NDIS)

Since our founding in 1959, mecwacare has grown to provide care services across all 31 local councils of metropolitan Melbourne and in regional Victoria. With over 2000 employees and more than 450 volunteers, mecwacare has the experience and capability of a large and growing organisation, yet remains non-denominational and not-for-profit with a focus on individuals and their communities.

## Our staff

Our qualified staff include Registered Nurses, Enrolled Nurses, Case Managers and staff with specialisations in areas such as Gerontology, Dementia Care and Palliative Care.

All mecwacare direct care staff are required to hold the following qualifications as a minimum:

- Certificate III in Individual Support/Aged Care/Home and Community Care
- First Aid (HLTF311A) including CPR
- Police Record Check.

Monitoring and reviewing care and service delivery for client outcomes is a key element of our client safety and risk management systems. At mecwacare we have highly-developed health and wellbeing evaluation processes to ensure the appropriate care and treatment are always provided, and care can be altered as needed.



# Home Care Packages

## What is a Home Care Package?

The Home Care Packages program provides consumer-directed packages of care and services that aim to meet the needs of those people who require a higher level care. These services assist both older people and people with disabilities to keep living at home, and to introduce more choice and flexibility for those receiving care at home.

Packages range through four levels, from basic care to high care. You can make choices about the type and delivery of your services, as well as which provider helps you and when. At mecwacare we work to integrate each health and wellbeing service to provide you with quality care that is tailored to meet your needs yet has the flexibility to vary as your needs change.

## Who is eligible?

To receive a Home Care Package you must be assessed, approved and assigned a package by the Aged Care Assessment Team. You can be referred to ACAT through My Aged Care, by your GP, district nurse, hospital, health professional, or you can refer yourself. Assessments are free of charge.

mecwacare's clients are people who need help to live independently in their own home. Home Care Packages are targeted towards frail older people. In some cases younger people with disabilities, dementia or special care needs may be able to access a Home Care Package. Packages are also available for veterans, people from culturally and linguistically diverse (CALD) backgrounds, and for the financially and socially disadvantaged.

## How do Home Care Packages work?

You decide the level of involvement you wish to have in the management of your Home Care Package, including the degree of your active involvement in the coordination of your care and services.

At mecwacare we place our clients at the centre of service delivery. It is important your health and wellbeing are integrated to provide you with the support you require. Service coordination is particularly relevant for people with complex and multiple health needs. We work to integrate each service to provide you with quality care.

## Your Care Advisor

Your mecwacare Care Advisor's primary job is to address your specific care needs and balance these needs with the available resources to support your health and independence.

Your Care Advisor will:

- consult with you face to face, and discuss your care, goals and preferences
- develop a care plan and budget to meet your needs
- provide a copy of the care plan detailing your care services.

## Your Client Liaison Officer

Your mecwacare Client Liaison Officer manages your service visit schedule.

This includes:

- liaising and coordinating requested services
- communicating any alterations in services and schedules to all parties.

## Your package budget

mecwacare manages the package budget in consultation with you, with full transparency and accountability. We will ensure you have all the information you need to plan your care services by providing a monthly budget statement showing all expenditure and the remaining balance of your budget.

# Which package is right for me?

## What are the different types of Home Care Packages?

There are four levels of Home Care Packages ranging from 1 to 4. The main difference between these levels is the amount of care and services that can be provided, rather than the type of care. For example, more care and services can be provided under Home Care Level 4 than under the other levels.

## Home Care Packages Levels 1 and 2

Services, which can be tailored to meet individual needs, may include:

- Personal care
- Transport to appointments
- Case management
- Gardening
- Equipment and technology
- Home help, including meal preparation
- Emergency 24 on-call assistance
- Shopping
- Respite care
- Allied health services
- Social activities

## Home Care Packages Levels 3 and 4

mecwacare Home Care Packages Level 3 and 4 are designed to support frail aged people to remain in their own homes.

Services, which can be tailored to meet individual needs, may include:

- High-level personal care
- Respite care
- Home help, including meal preparation
- Transport to appointments
- Case management
- Emergency 24 hour on-call assistance
- Medication management
- Emergency in-home respite
- Social activities
- Shopping
- Gardening
- Aids and equipment

# How to begin services with mecwacare

## Step 1

Contact My Aged Care on 1800 200 422

## Step 2

Referral to Aged Care Assessment Team for assessment in your home

Tell assessor you want services with mecwacare

## Step 3

Meet with your mecwacare Engagement Officer in your home to develop a care plan

Contact mecwacare on 1800 163 292

## Step 4

Begin services







# mecwacare services

mecwacare offer a diverse range of care and support services as part of our Home Care Packages, including home care, home nursing, palliative care, disability care and more.

## Home Care and Nursing Services

We are a recognised leader in home care across Victoria and offer a comprehensive, flexible and responsive service. Our team of qualified and experienced nurses and direct care workers have a strong commitment to providing personalised care that is focused on maintaining independence.

## Personal Care

Our employees are trained and experienced in a wide range of personal care activities and are able to provide ongoing support with daily tasks including:

- showering, grooming, personal hygiene and dressing
- mobility and transfers
- toileting and continence management

## Communication Aids Assistance

mecwacare understands that communication is important to our clients. Our staff can provide assistance with:

- fitting sensory communication aids
- checking hearing aid batteries
- using the telephone
- cleaning spectacles

## Home Help

mecwacare can provide support with domestic duties such as:

- dusting, vacuuming and general tidying
- cleaning kitchens or bathrooms
- washing and ironing
- changing bed sheets
- paying bills, sending and collecting of mail and packages
- regular telephone check-ups as part of our home-calling service.

## Food Preparation and Shopping

We can help with grocery shopping and meal preparation, including assistance with special dietary requirements and checking expiry dates of foodstuffs.

## Companionship

mecwacare can provide companionship and social support in a number of ways, all tailored around your personal needs and wishes. We can assist you with:

- attending medical or social appointments
- shopping and putting away groceries
- paperwork and correspondence
- walking or supported exercise.

We can even provide company and conversation. Companionship is an extension service that helps you remain connected and as independent as possible.

## Home and Garden Maintenance

### We can help with:

- mowing, weeding and planting
- garden waste removal
- putting out and bringing in rubbish and recycling bins
- advice on potential home-safety risks
- ensuring the home and garden have an adequate level of security
- access to technical advice on major home modifications
- changing smoke-detector batteries and light bulbs
- minor modifications to the home such as bath rails and shower hose.

# mecwacare services (cont'd)

## Transport and Social Inclusion

mecwacare can provide transport and social inclusion assistance for clients by:

- coordinating transport to and from social outings, shops and medical practitioners
- encouraging clients to take part in social and community events
- arranging and ensuring access to social activities
- organising support and access to programs and therapies for specific behaviours or conditions.

## Clinical Assessments

We appreciate that everyone is different and have individual needs and preferences. Our client clinical reviews enable you to have clear input into the care you will receive and are used to improve your health and wellbeing.

## Medication Management

If not used correctly, some medicines have the potential to cause harm. Our staff work with your medical team to ensure medicines are taken according to advice.

## Wound Management

We take time to assess our clients' individual circumstances, taking into consideration a range of factors that may delay wound healing. After deciding which wound dressing is most appropriate, we treat the wound and discuss with you appropriate steps that could be taken to maintain healing and prevent possible recurrences.

## Continence Management

The purpose of a continence management plan is to support the management of bladder and bowel control problems. We aim to provide optimal comfort and understand the importance of maintaining wellbeing and dignity.

## Diabetes Management

Our management of diabetes includes a range of treatments and programs including recommendations on diet, exercise programs, assessing and monitoring medication, advice on the use of insulin and maintaining circulation to the extremities.

## Post-Hospital Care

Our post-hospital support is designed to help you make a successful transition from hospital to home. Following discharge from a hospital stay for surgery or another treatment situation, we will consult with your doctor to personalise the nursing service you receive in your home to help your return to health and independence.

## Mobility Equipment Purchases and Leasing

mecwacare can provide a number of aids to assist in mobility. These include:

- crutches
- walking frames and walking sticks
- wheelchairs
- mechanical devices for lifting
- bed rails
- slide sheets
- pressure-relieving mattresses.

## Enteral Therapy

Enteral Therapy is the process of administering nutritional formula into a person's gastrointestinal tract by means other than the mouth. Our nursing staff are experienced in ensuring this process is administered in a way that minimises distress and ensures the client is receiving the nutrition they need.

## Minor Home Modification

Minor modifications to the home such as shower rails and shower hoses.



## **Palliative Care**

Palliative care is specialised care and support provided for someone living with a terminal illness. At mecwacare we offer ongoing palliative support for our clients, their family and caregivers to greatly improve the quality of life for everyone involved.

## **Disability Care**

mecwacare has many years experience in providing care to people with a disability who live independently in their own homes. Our comprehensive and rigorous Learning and Development program ensures all our care staff maintain the specific skills required to address the often complex care needs of individuals with a disability.

## **Respite, Overnight and Live-In Care**

Our services ensure someone is available to assist if the need arises, which may be for a few hours, a day, a night or even weeks. Respite is a way of relieving the stress caring for another. mecwacare provides overnight or longer live-in care to clients whose regular carer cannot be in attendance or if they simply need a break.

mecwacare can provide 24-hour live-in care to clients who may require a higher level of support or supervision. We understand the importance of placing the right person in your loved one's home for long-term care.

## **Dementia Care**

Our care staff undergo training in the significant issues involved in supporting people with dementia to remain living in their own homes. We understand the degrees of severity of the range of symptoms described as dementia, and the unique complexities of care provision to people with dementia. We work with clients and their carers to tailor our service to best meet the needs of the individual and their loved ones.

## **Private Care**

The care you receive from mecwacare in your negotiated Home Care Package can be supplemented at any time with the purchase of additional services billed at a set hourly rate. Information on private care services and rates is available from your care client liaison officer.

## **What does it cost?**

Your Home Care Package level and the government payment allocated will depend upon your ACAT/My Aged Care assessment. You may be asked to make an income-tested contribution towards your care, with the protection of annual and lifetime caps and financial hardship provisions.

## **An agreed amount of the Home Care**

Packages budget will go towards mecwacare's administration fees. These fees will be discussed with your Care Advisor and formally documented in your Home Care Agreement. mecwacare will provide you with a completed fee schedule detailing costs of all available services.

For all Home Care Packages provided by mecwacare, the basic daily fee is not charged.

## **What rights do you have?**

The rights and responsibilities of recipients of Home Care Packages and their providers are determined by the Federal Government. Your Home Care Package Client Handbook and Home Care Agreement contains written information on advocacy services and complaint mechanisms.









# 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](mailto: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](mailto: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](mailto:homecarepackages@mecwacare.org.au)

## RETIREMENT LIVING

P 03 8573 4916  
E [housing@mecwacare.org.au](mailto:housing@mecwacare.org.au)

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

## AFFORDABLE HOUSING

P 03 8573 4963  
E [housing@mecwacare.org.au](mailto:housing@mecwacare.org.au)

**Beaumaris, Glen Iris,  
Sandringham**

## COMMUNITY AND DISABILITY SERVICES

E [community@mecwacare.org.au](mailto: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](mailto:ballanpodiatry@mecwacare.org.au)

**Malvern East**  
P 03 9564 5104  
E [podiatry@mecwacare.org.au](mailto:podiatry@mecwacare.org.au)

## OPPORTUNITY SHOPS

E [enquiries@mecwacare.org.au](mailto: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](mailto:enquiries@mecwacare.org.au)  
W [mecwacare.org.au](http://mecwacare.org.au)

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

**mecwacare**

Freecall **1800 163 292** • [mecwacare.org.au](http://mecwacare.org.au)



### **Corporate Services**

1287 Malvern Road, Malvern VIC 3144

P 03 8573 4888

E [enquiries@mecwacare.org.au](mailto:enquiries@mecwacare.org.au)

ABN 59 004 927 244  
031122/130923/051223/130324



Supported by the Australian Government  
Department of Social Services. Visit the  
Department of Social Services website at  
[www.dss.gov.au](http://www.dss.gov.au) for more information.