



mecwa care

Your guide to our services

Information Handbook

Welcome



mecwacare has been providing care and support to the community for more than 60 years through the provision of residential, community and in-home nursing, care and support services for the elderly and people living with a disability. We support more than 17,000 people across greater Melbourne and regional Victoria through a highly-integrated service network operated by 2,000 staff and 500 volunteers.

mecwacare is proudly a not-for-profit, values-driven organisation where the true spirit of caring in partnership with our residents and clients remains at the core of everything we do. We aim to add value to people's lives by ensuring our residents and clients live fulfilling and purposeful lives, and we strive to balance the provision of quality clinical care with their lifestyle choices. We are continuously looking at ways to improve and our organisational values – **Caring, Accountable, Respectful and Ethical** – underpin this work.

mecwacare fosters thoughtful, respectful and ethical interactions and relationships to ensure resident and client experiences are rich and rewarding. Through openness in communication, residents, clients, their families and representatives, staff and volunteers are encouraged to discuss issues and concerns. Our staff and volunteers are supported to assist, guide and engender trust, and you will be encouraged to gain the greatest level of independence and to be as actively involved in decision-making as you can.

We support our residents and clients through all stages of their life journey by providing high-quality, respectful and safe care. We assist them to remain independent – for some this means living at home for as long as possible – and provide guidance should circumstances change. We provide end of life care with a focus on comfort and dignity.

An extensive building and refurbishment program ensures we provide modern, well-appointed and comfortable environments, where resident, client, staff and volunteer comfort and safety are paramount. We support our staff to be well trained and accountable,

with ongoing learning and development a strong part of our culture.

Our philosophy is that life remains a source of rich experiences, rewarding interactions, nutritious and delicious meals, meaningful activities and fun outings. We believe life is made more enjoyable through social inclusion and community involvement. This philosophy is supported by workforce planning, learning and development programs, financial sustainability, robust systems and processes, and strong strategic Board guidance. The result is mecwacare's daily working reality of delivering well-coordinated care and services of the highest quality.

Our model of care has a strong clinical focus with registered nurses and enrolled nurses employed across all aspects of our organisation, including residential facilities, in-home care and home care packages, in the quality and risk department, learning and development team and clinical technology and project areas.

Over 60 years of experience means we are well placed to provide care services that are responsive to the changing needs and preferences of our residents and clients. This is supported by robust systems and processes, ongoing monitoring and reviewing of government policies and legislation, and the continuous development of our own policies and procedures. We work collaboratively with a range of stakeholders, including researchers, clinical and technology experts, service suppliers, philanthropic trusts and foundations. Subsequently, mecwacare has demonstrated ongoing compliance with legislative requirements throughout a significant growth phase.

From humble beginnings as a small group of volunteers concerned about the citizens of Malvern to a Victoria-wide leading aged care and disability services provider, with a reputation for excellence, I believe it gives our residents, clients and their families great comfort knowing mecwacare has been around for such a long time. We are deeply grateful for the generous time and effort of all those involved in caring for the community since 1959.

On the following pages of this guide, you will read about all the services we can provide to support you to live the life you want. It is our privilege to care for you at mecwacare.

A handwritten signature of Michele Lewis in black ink.

Michele Lewis
Chief Executive

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. Give practical effect to life changing experiences for all service recipients. Embrace choice, diversity and inclusion.
2. Maximise workforce capacity, capability, flexibility and sustainability.
3. Leverage infrastructure at existing locations.
4. Establish integrated services in geographic areas that support a full continuum of care.
5. Implement technologies to maximise consumer support.
6. Establish a pandemic plan across the organisation to ensure a proactive and swift response to minimise risk.

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Service Map

Metropolitan Melbourne



Regional Victoria

Home Care Services / Home Care Packages / Disability Services

Ararat	Greater Geelong
Ballarat	Hepburn
Banyule	Hindmarsh
Barwon	Hobsons Bay
Bass Coast	Horsham
Baw Baw	Hume
Bayside	Kingston
Brimbank	Knox
Cardinia	Latrobe
Casey	Macedon Ranges
Colac Otway	Manningham
Corangamite	Maribyrnong
Cowes	Maroondah
Darebin	Melbourne
East Gippsland	Melton
Frankston	Mitchell
Gippsland	Monash
Glen Eira	Moonee Valley
Glenelg	Moorabool
Golden Plains	Moreland
Greater Dandenong	Mornington Peninsula

Moyne
Murrindindi
Nillumbik
Northern Grampians
Port Phillip
Pyrenees
Queenscliff
South Gippsland
Southern Grampians
Stonnington
Surf Coast
Warrnambool
West Wimmera
Wellington
Whittlesea
Whitehorse
Wyndham
Yarra
Yarra Ranges
Yarriambiack

Community Housing

Beaumaris
Glen Iris
Sandringham

mecwacare Offices

Ballarat
Geelong
Inverloch
Keilor
Malvern
Pakenham

Opportunity Shops

Hawthorn
Malvern
Malvern East
Windsor

Residential Services

Altona North
Caulfield North
Glen Iris
Hamlyn Heights (Geelong)
Hoppers Crossing
Malvern
Mont Albert
Mornington
Prahran
Richmond
Safety Beach
Shoreham
Traralgon
Westmeadows

Retirement Living

Hoppers Crossing
Malvern

Residential Services

As one of the longest-serving care providers in Melbourne, *mecwacare* has a proud history of providing residents with an aged care experience tailored to their individual needs. We have 14 attractive, safe and secure facilities located across metropolitan Melbourne and regional Victoria.

mecwacare's residential aged care services offer 24-hour high-quality care and lifestyle choices for older people with support from registered nurses, personal care and lifestyle staff. Our facilities are fully accredited under the Aged Care Standards, which is the framework for the provision of quality care and services.

The level of care required by each resident is assessed before and upon entry, and is monitored on an ongoing basis. Our residents have access to services including round-the-clock care by registered nurses, medical practitioners, podiatrists, physiotherapists, speech pathologists and dietitians.

We provide palliative care, nursing services, advance care planning and a safe, therapeutic environment for people with dementia.

Throughout our well-maintained facilities all rooms are tastefully furnished and designed to allow for personal space and privacy. All suites include ensuite bathroom facilities, as well as telephone and television connections, with access to Foxtel if required.

Our dining rooms cater for a variety of tastes and special dietary requirements with a balanced menu freshly prepared on-site daily.

We have an extensive choice of internal and external common areas, and community rooms where residents can meet and entertain, all of which are beautifully decorated to create a home-like environment. The outdoor areas in our facilities are well tended by *mecwacare*'s gardeners.

Social and recreational activities at our facilities are tailored to our residents' interests, from movie nights and musical entertainment to cafe outings and day trips to support the connection between residents, staff and the local community, and to maintain a positive and vibrant culture.



mecwacare Annie's Court

mecwacare Annie's Court

Close to the scenic Western Port on the southern Mornington Peninsula, *mecwacare* Annie's Court in Shoreham is a charming 60-bed contemporary residence close to shops and other amenities.

Residents have access to 24-hour care and support, as well as an extensive program that encourages an active lifestyle in safe and comfortable surroundings. With balanced and nutritious meals freshly prepared on-site, the home caters for a variety of tastes and special dietary requirements.

Annie's Court includes spacious communal dining and lounge areas, and a separate family dining room with kitchenette for residents to enjoy and entertain. There is an opportunity to be pampered in the on-site hair and beauty salon, keep fit in the gymnasium, catch a movie in the cinema or residents can choose to soak up the sun in the gorgeous landscaped gardens.

A range of accommodation options are available for individuals or couples, including a selection of spacious rooms bathed in natural light. All rooms are private with ensuite bathrooms and built-in robes, and some suites have a kitchenette and access to smart courtyards or landscaped gardens.

Residential Services

mecwacare Calwell Manor

A short drive from one of the Mornington Peninsula's most picturesque beaches, mecwacare Calwell Manor is a warm and inviting 43-bed residence close to shops and other amenities in the seaside town of Safety Beach.

Residents have access to 24-hour care and support, as well as an extensive program that encourages an active lifestyle in safe and comfortable surroundings. With balanced and nutritious meals freshly prepared on-site, the home caters for a variety of tastes and special dietary requirements.

Calwell Manor includes spacious communal dining and lounge areas, and a separate family dining room with kitchenette for residents to enjoy and entertain. There is an opportunity to be pampered in the on-site hair and beauty salon or residents can choose to take in the fresh sea breeze from the lovely landscaped gardens.

A range of accommodation options are available for individuals or couples, including a selection of spacious rooms bathed in natural light. All rooms are private with ensuite bathrooms and built-in robes, and the open floor plan allows residents to furnish the room according to their individual needs and style, truly making it their own.



mecwacare Calwell Manor



mecwacare Elstoft House

mecwacare Elstoft House

Located in the Geelong suburb of Hamlyn Heights, mecwacare Elstoft House has accommodation for 91 residents offering single rooms, the majority of which have ensuite bathrooms and several with views of Corio Bay. Renovations at the facility improved the entrance and communal areas. New artwork and carpet were installed throughout the home giving it a fresh and contemporary feel, and kitchenettes and dining rooms were upgraded. Other additions included a new laundry, cafe and library.

Elstoft House has three separate dining areas and large lounge areas with big screen televisions that provide residents with an area to socialise. There is a hair and beauty salon, and large activity room with tea and coffee for residents' families and a theatre room.

Elstoft House is surrounded by gardens with seated areas and winding pathways. Residents have access to the entire garden and the option to tend to their own garden bed or a communal vegetable patch.

The activities calendar is planned a month in advance and provides many interesting and varied group activities such as cooking and sewing groups, and the cafe each Friday. An upright piano was donated to enhance the lifestyle program by giving residents an opportunity to play and listen to music. Residents also enjoy singalongs, dancing and music each week.

Residential Services

mecwacare John Atchison Centre

mecwacare John Atchison Centre is a 85-bed aged care facility nestled within Melbourne's west. The centre is close to local shops and public transport for easy access and community engagement in Hoppers Crossing.

One and two-room suites with access to a garden or balcony are available. All rooms are private accommodation with an ensuite bathroom, while all two-room suites feature kitchenettes.

John Atchison Centre has a cinema, cafe, library, hair and beauty salon. There are also two separate communal dining areas, large lounge areas and a private dining area that provide residents with a range of options to sit and enjoy meals. There is an activity room for various lifestyle programs, and a tea and coffee area for residents' families and friends.

The activities calendar is planned a month in advance and provides many interesting and varied group activities such as cooking and sewing groups.

Bus outings are conducted weekly to a variety of clubs and places of interest. Residents enjoy singing, dancing and music each week, while there is also an outdoor garden area to maintain for those with a green thumb.



mecwacare John Atchison Centre



mecwacare Jubilee House

mecwacare Jubilee House

Located in Caulfield North, mecwacare Jubilee House was named in recognition of our 60th anniversary, or Diamond Jubilee, in 2019. Situated close to shops, public transport, parks, medical centres and major hospitals, the 41-bed home offers luxurious boutique-style accommodation that includes a selection of tastefully decorated single and oversized rooms as well as two-room suites with their own bar and kitchenette. All rooms are private with ensuite bathrooms and some have access to smart landscaped courtyards. Floor-to-ceiling windows fill this stylish home with natural light throughout and beautiful landscaped courtyards add to the home's overall charm.

Residents have access to 24-hour care and support, as well as an extensive lifestyle program designed for all interests and which encourages residents to participate in safe and comfortable surrounds. Jubilee House caters for a variety of tastes and special dietary requirements, with balanced and nutritious meals freshly prepared on-site.

Jubilee House includes a well-appointed cinema with comfortable "gold class" seating, spacious communal dining room and sitting area for residents to enjoy and entertain. There is also the opportunity to be pampered at "mecwahair", an intimate on-site hair and beauty salon, or indulge in a coffee and cake at the Deja Brew café.

Residential Services

mecwacare Malvern Centre

mecwacare Malvern Centre is one of Melbourne's premium aged care residences, offering an extensive range of lifestyle options in welcoming surroundings for 100 residents. Located in the heart of Malvern, the centre offers easy access to the city, medical facilities and excellent shopping and recreational activities in the Malvern area, with public transport on the doorstep.

Malvern Centre can provide a range of accommodation options for individuals and couples, with a choice of one, two or three-room suites that can be configured according to individual requirements.

Contemporary artwork is displayed throughout the facility, including original paintings, sculptures and installations, and the interior features antique French and Italian designer furniture, and modern fittings.

Residents have access to well-appointed dining and lounge rooms, a cinema, library, exercise and therapy room, billiards room, hair and beauty salon, and a dry cleaning service.

Daily social and recreational activities are tailored to residents' interests, including special cultural celebrations, dog shows and outings into the community that maximise quality of life.



mecwacare Noel Miller Centre

mecwacare Noel Miller Centre, situated in the leafy suburb of Glen Iris, is one of Melbourne's most loved residential facilities. It occupies an entire street block with views of adjacent parkland. The centre is walking distance to bustling High Street with its shops and cafés easily accessible by foot and tram.

Noel Miller Centre offers single-room accommodation for 138 residents with ensuite bathroom facilities and telephone and television connections. Each room is tastefully furnished and overlooks landscaped courtyards. Each courtyard is accessible by foot or wheelchair, and has automatic doors. There is an on-site hair salon, two large internal courtyards with gardens, and an extensive rose garden.

The kiosk is always stocked with gifts and everyday needs, and the clubroom has a bar and piano entertainment on a regular basis.

Individual lifestyle programs meet the needs of each resident and a music therapy service, run by a qualified music therapist, is available for any resident.

Residential Services

mecwacare O'Mara House

Located in a tree-lined street of Traralgon, mecwacare O'Mara House provides accommodation for 67 residents in fresh, bright private rooms with ensuite bathrooms, large windows and garden views, and includes two respite rooms. The facility is only minutes from the town centre and close to shops and cafés.

O'Mara House is set among lovely gardens with extensive lawns and a bird aviary, and features a large central courtyard with seated areas for the residents and their guests to enjoy. The facility has a large activities room at the rear of the property with a communal kitchen, large open spaces for activities, events and family functions, and a hair and beauty salon. There is also a library and an on-site chapel with stained glass windows and church pews.

The facility has seven separate communal areas with kitchenettes providing tea and coffee-making facilities, and an internet cafe overlooking the central courtyard gardens. The communal kitchenettes include a fridge and microwave. The facility has a mini-bus which is used for resident outings and shopping trips, and the town's local bus also stops outside.

A major refurbishment was completed in 2019 including a new cinema, new kitchenettes, an improved reception area and entrance, new curtains and carpet, an expansive garden makeover and new furniture throughout the living areas. This significant renovation has enhanced the comfort, design, functionality and accessibility for the residents who call the centre home.



mecwacare O'Mara House



mecwacare Park Hill

mecwacare Park Hill

mecwacare Park Hill in Mornington has accommodation for 69 residents, offering single-rooms with an ensuite bathroom. Significant renovations were completed in 2019 giving the facility a Hamptons-style feel. Work included beautiful upgrades to the expansive communal spaces, such as the main lounge and outdoor alfresco areas. A library, cinema, hair and beauty salon, private dining room and centralised main dining room were added to enhance lifestyle opportunities and comfort, and new timber flooring was laid throughout the facility.

The centre has landscaped gardens crossed by walking paths, as well as raised garden beds and a herb and vegetable patch residents can tend.

Residents have easy access to dining areas, tastefully-furnished lounge areas with fireplaces, large-screen TVs and tea and coffee-making facilities ideal for entertaining family and guests.

Park Hill's vibrant lifestyle and leisure program is designed with input from residents and based on the ideal of social inclusion. Residents enjoy a broad range of centre-based activities including cooking classes, garden club, quiz afternoons, active games, art group, concerts, shopping trips, garden walks, reflexology, manicures and much more.

Residents also enjoy regular outings to local restaurants and cafés, helping to maintain a strong connection to the local community.

Residential Services

mecwacare Rositano House

mecwacare Rositano House in Richmond has boutique accommodation for 30 residents, offering single rooms with an ensuite bathroom. The centre has a covered outdoor area which can be used in any weather and a dedicated activities room.

Residents have easy access to the dining room, resident lounge area and tea and coffee-making facilities ideal for entertaining guests. A mobile hairdressing service is provided for residents.

mecwacare encourages an active lifestyle in safe and comfortable surroundings. We cater for a variety of tastes and special dietary requirements with our balanced and freshly-prepared menu.

Lifestyle activities are planned a month in advance with input from residents. Activities are varied and include art classes, tai chi, coffee club and bus outings.

Rositano House is a quaint, boutique-style home within a short walking distance of cafés, shops and public transport, with a tram stop right outside the front door.



mecwacare Rositano House



mecwacare Simon Price Centre

mecwacare Simon Price Centre

Set in the tranquil suburb of Mont Albert in Melbourne's east, mecwacare Simon Price Centre provides a home-like environment for 30 residents with single rooms and shared bathrooms, which are suitable for residents with mobility issues. Residents have easy access to public transport and the town centre which offers a range of shops and eateries.

The centre offers a separate dining room and large communal lounge. With two courtyard gardens, water features and seated areas for residents and guests to enjoy, the centre is ideal for barbecues and other family events.

Simon Price Centre has a kitchenette with tea and coffee-making facilities for residents and their guests. There is a large activities room which can also be used for family functions and another large area designated for residents' physiotherapy appointments and activities, as well as a multi-purpose room. A hair and beauty salon is available for residents.

In-house activities such as gardening, cooking and sewing are offered each day and structured to meet the needs of all residents. A bus is available to transport residents locally for social outings.

In 2020, work started on a brand new two-storey 100-bed residence which will give residents a modern and comfortable environment they are proud to call home.

Residential Services



Artist impression: mecwacare Simon Price Centre

mecwacare Simon Price Centre development

mecwacare is building a welcoming and luxuriously appointed 100-bed aged care home on land adjacent to the existing Simon Price Centre, due for completion in 2022.

mecwacare is proud to unveil the design of its stately four-storey residence which will replace the current home, opened in 1978.

mecwacare's new Simon Price Centre will double the home's capacity to accommodate 100 residents in an ageing in place environment. It will feature a variety of public and retail spaces designed for residents and their guests to enjoy, as well as sweeping views to the east. It will include spacious lounges, light-filled dining areas, a cinema, cafe, library, hair and beauty salon.

As part of the design, car parking and hospitality services will be located on the lower ground level to minimise their impact on the leafy property. On the third level, continuous large balconies off beautifully appointed resident suites will allow the top level to be set back to maximise the views.

With an emphasis on residential aesthetic, the residence will blend into the surrounding landscape and character of the suburb. Its facade treatment will nestle into the street at the north-west end, enhanced by two glorious eucalypts standing tall on the corner. This \$40 million project is one of mecwacare's biggest investments in an aged care home.

Simon Price Centre is named after long-serving mecwacare Board Member and Life Governor, Simon Price who passed away in 2019.

mecwacare Squires Place

Located in the heart of Melbourne's bustling south-western suburbs, mecwacare Squires Place in Altona North is a warm and inviting residence that offers a safe and secure environment. This two-storey contemporary home is set amongst landscaped gardens and is a short drive from the beach and all that scenic Port Phillip Bay has to offer.

Squires Place offers residents access to 24-hour care and support, as well as an extensive program that encourages an active lifestyle. With nutritious and delicious meals freshly prepared on-site daily by a qualified chef, the home caters for a variety of tastes and dietary requirements.

Significant renovations are currently underway to enhance the comfort, design and functionality of the home. There are spacious and comfortable lounge areas with large-screen televisions for residents to relax and entertain guests. Residents can choose to soak up the sun and fresh air in one of the inviting outdoor areas, which include raised garden beds for the avid green thumb. Upgrade includes an on-site hair and beauty salon, library, cafe and cinema.

Squires Place provides accommodation for 60 residents in fresh, light-filled private rooms with ensuite bathrooms and built-in robes. There is a range of options available for individuals or couples.



mecwacare Squires Place

Residential Services



mecwacare Trescowthick Centre

mecwacare Trescowthick Centre

Located in the hub of cosmopolitan Prahran, mecwacare Trescowthick Centre was built in 1998 and has accommodation for 60 residents.

The facility is centrally located in one of Melbourne's most desirable inner suburbs, within a short walking distance of the Prahran market and Greville Street, Chapel Street and Commercial Road shopping strips with their many cafés and restaurants. Multiple tram routes and Prahran train station are nearby.

Residents live in one of four "houses", each with their own dining room and living room, surrounded by leafy courtyards. The four houses are linked by an internal streetscape featuring a central mall with cathedral glass ceilings, kiosk, library and hairdresser.

A communal dining area, smaller living areas and peaceful outdoor courtyards offer flexible daily living options. The open architecture of the communal spaces, the individual "house" design of the residents' rooms and the low number of rooms gives the centre a distinctive boutique feel.

A demonstration of the high-quality care being delivered every day by mecwacare was the naming of the Trescowthick Centre as a finalist for Best Aged Care Facility at the Australian Healthcare Week Awards in March 2019.

mecwacare Vincent House

Situated in the leafy suburb of Westmeadows in Melbourne's north, mecwacare Vincent House has accommodation for 30 residents offering single rooms with private ensuite bathrooms. Rooms are bright with large windows overlooking the garden. Residents have easy access to public transport, a large family park, cafés and local shops.

All rooms at Vincent House are fresh and bright. A large main courtyard with an outdoor setting is the perfect location for a barbecue or function with family and friends. A hair and beauty salon is available for residents.

The activities calendar is planned a month in advance and provides many interesting and varied group activities such as the café each Friday. Residents enjoy a gardening group, cooking and sewing classes, singalongs, dancing and music each week and bus outings are conducted weekly to a variety of clubs and places of interest.

Substantial refurbishments in 2019 included the transformation of recreational areas, such as a new library, quiet room and outdoor balcony. The vinyl floor was replaced with carpet and new curtains and blinds were installed to enhance the living environment and comfort for residents.



mecwacare Vincent House

To book a tour at one of our aged care homes, please call 03 8573 4812

Respite Care

mecwacare has been caring for the community since 1959 and has a proud history of meeting the needs of our clients. mecwacare provides respite services in the home, in community centres and in aged care homes across Melbourne and regional Victoria to enable short breaks and independence for clients and their carers, supporting quality of life and providing peace of mind.

A variety of programs are available to support carers in their roles and to ensure clients are well supported in their care and lifestyle needs, promoting choice and independence.

In the Home

Respite 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 of being a carer. We understand it is important for carers to make time for themselves. mecwacare provides overnight or longer live-in care to clients whose regular carer cannot be there or simply needs a break.

mecwacare can provide 24-hour live-in care to a client 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.



In our Aged Care Homes

Respite services in our aged care homes enable short breaks and independence for clients and their carers in 14 secure, safe and supported facilities across metropolitan Melbourne and regional Victoria.

Clients can meet and interact with new people, participate in activities from an extensive lifestyle program and enjoy delicious and nutritious meals cooked on-site. Clinical care and medication assistance are provided with 24-hour nursing care and visits from family and friends welcome. Low care and high care admissions are accepted and application and admission documents for first visits can support multiple stays. Single rooms with private ensuites are available.

At our Community Centres

Respite services are available at our day centres and in the community. This includes planned activity groups that provide a variety of engaging and rewarding programs and activities that cater to older people, people with dementia and people living with a disability.

mecwacare provides a carers' support program in our day centres. Carers can share experiences, exchange ideas, develop networks and listen to guest speakers who will offer advice, valuable information and links to other services. We understand that the role of a carer can be challenging and this support program provides an opportunity to meet like-minded people in a relaxed environment.

**mecwacare has been
providing care and support
in the community since 1959.**

To find out more about respite care, call 1800 163 292



Home Care Packages

mecwacare is a recognised leader of in-home nursing and care services. Many of these services are available through our Home Care Packages program, which is a coordinated package of care and services that support older people to live independently in their own home for as long as possible.

With mecwacare, the client decides the level of involvement they have in the management and coordination of their package. They can make choices about the type and delivery of their services, and we integrate each service to provide quality care that is tailored to individual needs, with the flexibility to make changes, when required.

Some of the services include:

- Domestic assistance
- Personal care
- Respite care
- Nursing
- Food preparation and partially funded meals
- Minor home modifications and maintenance, including gardening
- Allied health, including physiotherapy, occupational therapy and podiatry
- Community outings, including shopping
- Transport

We can support clients to connect with their community through planned activity groups, transport to appointments, allied health services (i.e. physiotherapy, occupational therapy) and companionship.

Individualised supports include transition to temporary and permanent care, advocacy, resources and connection to other government funded services, funding applications, wellbeing monitoring, clinical reviews and assessments.

mecwacare's broad spectrum of services, which are available across metropolitan Melbourne and regional Victoria, enable our clients to receive consistent high-quality care as their needs change. Our goal is to support individuals to remain in their homes for as long as they wish and with safe and quality supports available.



Our Home Care Packages team is qualified, skilled and experienced. Each client is assigned a care advisor, who is responsible for setting up, coordinating and evaluating the services they receive. Our care advisors are health professionals from various disciplines, such as social work, nursing, allied health and disability.

To be approved for a Home Care Package, you must be assessed, approved and assigned by Aged Care Assessment Services (ACAS) and My Aged Care. You can be referred to ACAS through My Aged Care or by your GP, hospital or healthcare professional. You may also refer yourself by calling 1800 200 422. Assessments are free of charge.

**mecwacare supports you
to live in your own home
for as long as possible.**

To find out more about home care packages, call 03 8573 4812

Home Care Services

mecwacare is the largest provider of government-funded home and community services in Victoria. We specialise in home-based support to promote the wellbeing and independence of older people, people with disabilities and people living with dementia. We support our clients to live independently in their own homes for as long as they are able to.

Our fully accredited service provides support from one hour per week to 24-hour live-in care, and each service is integrated so that care can be tailored to meet individual needs and is flexible for when circumstances change.

mecwacare offers a comprehensive service with experienced nurses and a strong commitment to personalised care. Our qualified in-home personal care staff provide ongoing support with daily activities.

Our Services

Many of our services are supported by government-funded programs, including:

- Commonwealth Home Support Programme
- Home and Community Care Program for Younger People
- Department of Veterans' Affairs
- Transport Accident Commission
- Support for Carers Program
- Home Care Packages (Levels 1-4)
- National Disability Insurance Scheme

Nursing

mecwacare provides in-home nursing support for a range of health issues, including clinical assessments, medication management, wound management, continence management, diabetes management, post-hospital care and palliative care.

Personal Care

We can provide you with ongoing support such as showering, getting dressed and grooming. We can also assist you with toileting, personal hygiene and incontinence management, and with general mobility and transfers. Our team is skilled and experienced in providing safe and dignified care.

Delivered Meals

mecwacare can deliver hot, cold or frozen, nutritious and balanced meals to your door.

Companionship

Our carers can provide you with one-on-one companionship for various activities tailored to your personal needs and wishes. They will support you to remain as independent as possible and stay connected to your community by assisting you to attend social outings, shopping trips and medical appointments.

Help at Home

We can support you with household chores, such as dusting, vacuuming, cleaning your kitchen and bathroom, washing, ironing, changing bed sheets and general tidying up around your home. We can assist you to pay bills, send and collect mail, put out and bring in your rubbish.

Home Maintenance

Home maintenance includes cleaning windows and gutters. In some areas, mecwacare can provide you with limited home and garden maintenance, such as removing garden waste to ensure your garden is safe. Other assistance includes changing smoke detector batteries and light bulbs. mecwacare can assist you with minor modifications to your home, such as installing bath rails and ramps, to improve safety and access.

Transport and Social Inclusion

Our friendly transport volunteers can support you with transport and social inclusion by coordinating transport to and from social outings, medical appointments, hospital visits and community events.

Respite, Overnight and Live-in Care

Respite care helps relieve the pressure of caring for a loved one. We understand how important it is for carers to make time for themselves too. mecwacare provides overnight, short-term or longer-term live-in care to clients who prefer the comfort and familiarity of their own home when their regular carer cannot be there or if they simply need a break.

Carer Support Group

Our Bass Coast Carers Program provides support for unpaid carers. This program includes monthly gatherings at Kilcunda and activities such as carers' workshops, movies, lunches and overnight stays.

To find out more about our home care services, call 03 8573 4980

Private Care Services

Support in your home

All *mecwacare* home nursing and care services, and disability services can be purchased privately across metropolitan Melbourne and regional Victoria. Our team of qualified and experienced staff has a strong commitment to providing personalised care that is focused on maintaining independence.

Why choose *mecwacare* to provide private care?

mecwacare is a recognised leader in home nursing and care services, supporting people of all ages and abilities to remain in their own homes for as long as they wish. People living at home with an illness or injury and who require assistance and support can purchase short-term or ongoing care based on their individual needs.

Short-term private care may also assist those who are waiting for government funding or recovering from an illness. Each health and wellbeing service is integrated so care is tailored to meet individual needs, yet is flexible as circumstances change.

Private care services available include:

- Tailored care to support recuperation following surgery or illness
- Escorted transport to appointments
- Assistance with medication
- In-home respite and overnight care
- Meal preparation
- Nursing
- Shopping
- Personal care
- Home maintenance
- Domestic assistance

mecwacare's services can be purchased privately based on your immediate needs. Our Private Care Fee Schedule outlines associated costs, whilst some service fees may be covered by health insurance providers.



Alternatively, you can purchase *mecwacare*'s services while waiting to receive a government-subsidised Home Care Package from *mecwacare* or any other provider.

Additional care and support services for residents in our residential facilities may also be purchased privately. This can be something as simple as company and conversation or joining you on a walk.

A private carer may also provide additional care, such as assistance with hygiene, meals, clinical care or clinical support.

Want to know more?

It's as simple as contacting one of our friendly qualified staff to discuss your requirements. You can also be referred to us by a family member or carer, your doctor or another health professional. Some nursing care services may require medical authorisation but only with your consent.

To find out more about our private care services, call 03 8573 4980

Disability Services

mecwacare's Disability Services provide programs that offer choice, diversity and active participation for people who have an intellectual, physical or mental health disability. We strive for community inclusion for our participants by recognising their differing interests and abilities. The focus is on the client meeting their goals, supported by mecwacare staff and their support network.

National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a funding source from the government that empowers people with a disability to work towards achievements and to identify the support they need.

The NDIS encourages people to have their own individual plan and be at the centre of the decision-making process, now and into the future.

mecwacare is a registered provider of disability services under the NDIS for one-to-one and group-based programs either in a centre or in the community. Clients can use the NDIS to access a range of individualised support to assist them to live as independently as possible, strengthen relationships and to participate in their local community.



Programs

Our centre-based programs operate from the Fisher Street Centre in Malvern East.

There are up to 35 programs to choose from, including:

- Life skills development
- Arts and crafts
- Sports and recreation
- Horticulture
- Leisure options
- Health and fitness, walking groups
- Literacy, pre-vocational training and business skills
- Personal development

mecwacare has many years of experience in providing value-based care to people of all ages with a disability, including a workforce designed to be responsive and flexible to NDIS and client requirements.

Transport may be available, if required.



To find out more about our disability services, call 03 9572 9000

Community Services

mecwacare provides programs and services from our community centres in Malvern East, Pakenham and Cowes (Phillip Island). We offer clients the opportunity to participate in tailored programs that focus on the health and wellbeing of the individual. Services include social and recreational groups for people who are over 65 or who have a disability. These services receive funding from the Commonwealth Home Support Programme. Transport may be available if required.

Planned Activity Groups

mecwacare's planned activity groups provide opportunities for people to connect with their community. This includes people with dementia and people with disabilities who can participate in a variety of engaging and rewarding programs and activities, both at our centres and in the community.

Delivered Meals Service

mecwacare delivers nutritious and delicious three-course meals to clients. Meals are delivered by our friendly drivers who also provide a basic welfare check. We offer a range of individual menu options, providing clients with a greater choice of meals that cater for all tastes and requirements.

Strength Training

A qualified fitness instructor and mecwacare's trained staff design a progressive training program to suit each client's fitness level and regularly monitor their progress. Strength training can help maintain and regain muscle strength, improve balance and reduce the risk of falls.

Transport

Transport to our community centres and to programs held externally is offered to eligible clients based in the City of Melbourne, City of Stonnington and the Shire of Cardinia. The cost of transport may be included in the cost of the programs the clients attend.

We have Community Centres in:

Cowes
Ph 1800 163 292

Malvern East
Ph 9564 5100

Pakenham
Ph 5943 7500

Social Support Holidays

mecwacare's Social Support holiday program, offers subsidised trips around Victoria for clients and their carers, when funding is available. The trips offer clients of varying ages and abilities an affordable holiday while maintaining the level of care they need, with 24-hour support from qualified and experienced staff.

Podiatry

Regular podiatry treatment helps maintain healthy feet, assisting mobility and preventing falls. Podiatrists monitor clients with conditions such as diabetes, ulcers, peripheral vascular disease and rheumatoid arthritis. Services are provided by our qualified podiatrist from mecwacare's Barry Fenton Centre in Malvern East.

Acquired Brain Injury Group

Clients with an acquired brain injury can attend our community centres in Malvern East and Pakenham, and participate in activity groups, events and programs organised and supervised by qualified staff. These enjoyable activities also provide respite for carers.

Dementia Program

Our support program assists people living with dementia to stay engaged, stimulated and connected to their local community. We provide a safe and caring environment in a small group setting and offer socialisation, outings, memory and sensory activities, as well as a two-course lunch. This program provides respite for informal primary carers such as family members.

Carers' Support

mecwacare's Barry Fenton Centre in Malvern East and Bass Coast Carers' Group offer a support program for carers. The aim of this program is to meet other carers who share similar experiences and to enjoy some quiet time away from the caring role.

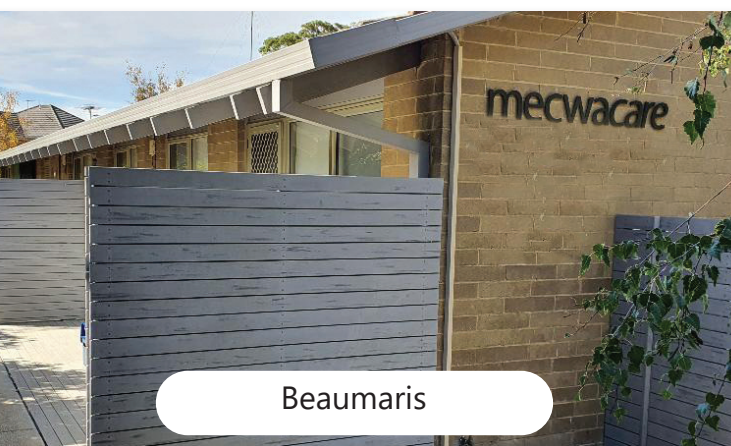


Housing Services

Community Housing

mecwacare's community housing units foster a caring community and promote the dignity and privacy of each resident. We have 89 residential units in Glen Iris, Beaumaris and Sandringham.

Our community housing is designed to provide safety and independence for people with a low income who are over 55 and meet the Department of Human Services eligibility criteria. mecwacare maintains communal areas and gardens, and changes smoke-detector batteries and light globes within the units. Residents enter into a Tenancy Agreement.



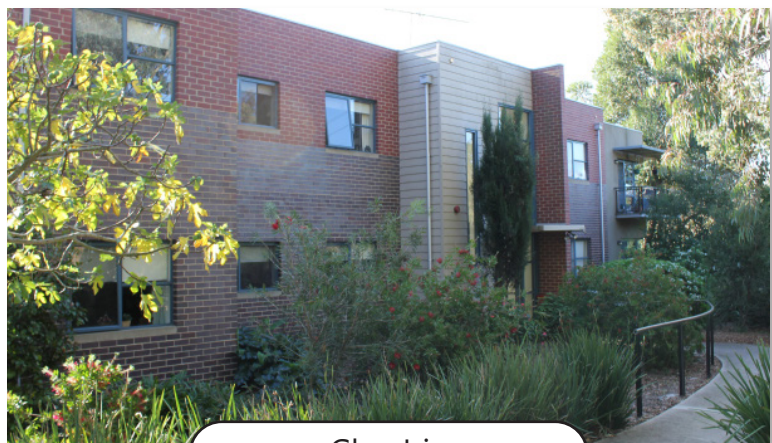
Beaumaris

Beaumaris

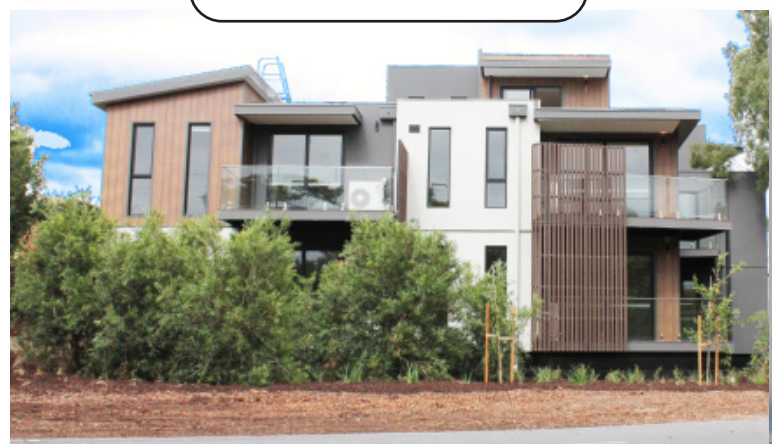
mecwacare's community housing in the beautiful seaside suburb of Beaumaris has eight fully-renovated one-bedroom units. These homes are less than one kilometre from the beach and only 500 metres to Beaumaris Concourse Shopping Centre. Each unit has an open-plan living area complemented by a modern well-appointed kitchen and private courtyard. The fully landscaped gardens provide a generous outdoor space for all residents within the complex.

Glen Iris

Our Glen Iris units are set in the beautiful environment of Gardiner's Creek, surrounded by native plants and leafy walking trails. Each unit has its own front and rear garden. Trains, trams, cafes and restaurants are all within an easy walk. There are three complexes that contain 44 one-bedroom units and 10 two-bedroom units.



Glen Iris



Sandringham

Our community housing development in beachside Sandringham has 27 purpose-built units constructed in 2015. These units are conveniently located adjacent to Sandringham train station and just a few hundred metres from the beach, restaurants and cafes. Each unit has a generous carpeted bedroom with built-in robe and a kitchen designed for easy maintenance. Timber floating floors throughout the kitchen and living areas lead to a private balcony or deck with great views of the surrounding area.



Sandringham

To find out more about our community housing, call 8573 4970

Housing Services

Retirement Living

Enjoy a community of like-minded people where you can live to the fullest at mecwacare's retirement villages in Malvern and Hoppers Crossing.

Residents look out for each other and our 24-hour emergency on-call system offers great peace of mind. You and your family can relax knowing that you live in a safe and secure environment.

Both villages have access to adjacent mecwacare aged care homes should your circumstances change in the future.

Book a tour of one of our retirement villages today, phone 03 8573 4970 or email housing@mecwacare.org.au



Malvern

Robin Syme Residences

A brand new boutique retirement village in Malvern, offering all you need and love within easy reach. Imagine waking up every morning like you are on holiday and spending your days doing what you love most. You can do just that at Robin Syme Malvern, a brand new retirement village in Malvern. A limited edition of 31 luxury two and three-bedroom residences have been crafted to perfection, purely with your needs in mind.

Promoting a life of convenience, comfort and wellbeing, residents will enjoy living life to the fullest, with access to an outstanding range of facilities, including a cinema, cafe, private dining room, gymnasium and business lounge. Living in a friendly community of like-minded people, residents have the freedom of choice to live the life they want with the reassurance of access to long-term support, if required. A truly welcoming community in a safe and secure environment, Robin Syme Malvern offers you a real sense of belonging and complete peace of mind.



Hoppers Crossing

Hoppers Crossing

mecwacare John Atchison retirement village combines the benefit of independent living with access to shared facilities from a convenient location close to local shops, public transport and the nearby parklands and attractions of Werribee. Enjoy maintenance-free modern living with the peace of mind of an emergency on-call system should assistance be needed any time of the day or night.

Community transport is available for local outings and residents can purchase fresh meals and access a hair and beauty salon on-site. Wi-fi access is available and the adjacent aged care centre is wheelchair-friendly.

"mecwacare offers an independent lifestyle with the comfort of access to 24-hour care and support, if needed."

Opportunity Shops / Volunteering

mecwacare has four opportunity shops in Malvern, Malvern East, Windsor and Hawthorn, staffed largely by our generous volunteers, and offering a range of pre-loved clothes, books and bric-a-brac. Each store has its own personality reflecting the location, its staff and volunteers. The stores all offer quality second-hand and vintage goods at affordable prices, including designer dresses, household utensils and great books.

Donations of saleable goods including clothing, jewellery and small furniture can be made directly to any of our shops during operating hours.

All money raised supports mecwacare's many programs and activities for older people and people with a disability in the local community.

More than 500 volunteers make a valuable contribution to mecwacare, including working in our opportunity shops, transport programs, community centres and residential facilities.



Volunteers allow mecwacare to continue our essential work in the community. We welcome new volunteers who share our spirit of providing care to those in need. mecwacare volunteers may be involved in:

- Community centre activity programs, including craft activities, music and dance sessions
- Transport for clients and collecting and delivering donated goods
- Reading to residents and clients, and serving in mecwacare in kiosks or retail stores
- Administrative tasks
- Gardening

Monetary 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.



Malvern Opportunity Shop

We have Opportunity Shops in:

Hawthorn

Malvern

Malvern East

Windsor



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

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

Full name of consumer

Full name of authorised person (if applicable)

Provider

Signature and full name of provider's staff member

Name of provider

/ /

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.

mecwacare Service Network

Corporate Services

1287 Malvern Road
Malvern VIC 3144
P 03 8573 4888
P 1800 163 292 freecall
E enquiries@mecwacare.org.au
www.mecwacare.org.au

Residential Services

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

mecwacare Annie's Court
3905 Frankston-Flinders Road, Shoreham
P 03 5989 5588

mecwacare Calwell Manor
111 Country Club Drive, Safety Beach
P 03 5981 7288

mecwacare Elstoft House
12-14 Beulah Street, Hamlyn Heights
P 03 5277 3081

mecwacare John Atchison Centre
312 - 318 Derrimut Road, Hoppers Crossing
P 03 8015 2888

mecwacare Jubilee House
52 Northcote Avenue, Caulfield North
P 03 8567 8288

mecwacare Malvern Centre
1245 Malvern Road, Malvern
P 03 9248 6100

mecwacare Noel Miller Centre
9-15 Kent Street, Glen Iris
P 03 9835 2333

mecwacare O'Mara House
15 Hunter Road, Traralgon
P 03 5177 7477

mecwacare Park Hill
160 Mornington-Tyabb Road, Mornington
P 03 5975 2700

mecwacare Rositano House
273 Church Street, Richmond
P 03 9427 1404

mecwacare Simon Price Centre
13-25 Strabane Avenue, Mont Albert
P 03 9473 5488

mecwacare Squires Place
375-379 Mason Street, Altona North
P 03 9392 5678

mecwacare Trescowthick Centre
70 Charles Street, Prahran
P 03 9510 6100

mecwacare Vincent House
125-135 Kenny Street, Westmeadows
P 03 7379 5999

Home Care Services

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

South East Metro
1287 Malvern Road, Malvern
P 03 8573 4999

North West Metro
(includes Melbourne and Nillumbik)
Level 1, 34 Amis Crescent, Keilor East
P 03 9325 5500

South East Region
4/66-68 Main Street, Pakenham
P 03 5941 5454

South West Region
(includes Warrnambool)
10 Drummond Street North, Ballarat
P 03 5333 0900

Barwon Region
12-14 Beulah Street
Hamlyn Heights (Geelong)
P 03 5271 4888

Gippsland Region
(includes Bass Coast)
14 Reilly Street, Inverloch
P 03 5671 6888

Home Care Packages

1287 Malvern Road, Malvern
P 03 8573 4812
E homecarepackages@mecwacare.org.au

Community Housing

P 03 8573 4970
E housing@mecwacare.org.au

Beaumaris
Glen Iris
Sandringham

Retirement Living

P 03 8573 4970
E housing@mecwacare.org.au

Hoppers Crossing
Malvern

Community and Disability Services

E community@mecwacare.org.au

Bass Coast
6 Lions Court, Cowes (Phillip Island)

mecwacare Barry Fenton Centre
72 Bowen Street, Malvern East
P 03 9564 5100

mecwacare Fisher Street Centre
57 Fisher Street, Malvern East
P 03 9572 9000

mecwacare Rivendell House
8 Henry Street, Pakenham
P 03 5943 7500

Podiatry
72 Bowen Street, Malvern East
P 03 9564 5104
E podiatry@mecwacare.org.au

Opportunity Shops

E: enquiries@mecwacare.org.au

Hawthorn Store
111 Auburn Road, Hawthorn
P 03 8573 4690

Malvern Store
136 Wattletree Road, Malvern
P 03 8573 4680

Malvern East Store
299 Waverley Road, Malvern East
P 03 8573 4670

Windsor Store
52 Chapel Street, Windsor
P 03 9521 1774

Contact information

Corporate Services

1287 Malvern Road

Malvern VIC 3144

P 03 8573 4888

P 1800 163 292 Freecall

E enquiries@mecwacare.org.au

Freecall 1800 163 292
www.mecwacare.org.au

mecwacare



Residential Aged Care • Home Care Packages • Home Care Services • In-Home Nursing Services • Disability Services • Respite Care • Private Care • Community Services • Housing Services • Opportunity Shops

